



July 1, 2019

VIA ECFS AND HAND DELIVERY

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

**Re: ClearCaptions, LLC Annual Summary of Consumer Complaints
Covering June 1, 2018 – May 31, 2019 and
Request for Confidential Treatment
CG Docket No. 03-123**

Dear Ms. Dortch:

ClearCaptions, LLC (“ClearCaptions” or “Company”) hereby respectfully submits its annual summary of consumer complaints for its Internet Protocol Captioned Telephone Service (“IP CTS”) in accordance with section 64.604(c)(1) of the Commission’s rules¹ and the Public Notice² released on May 31, 2019. The attached summary in **Exhibit 1** includes all complaints made by consumers to ClearCaptions received between June 1, 2018 and May 31, 2019 that allege violations of the federal telecommunications relay services (“TRS”) minimum standards.

As you will note in reviewing the compilation, several complaint tickets related to third-party issues such as customer internet access, the provision of which is not the responsibility of ClearCaptions. Nonetheless, ClearCaptions helped the customer resolve many third-party issues through its interaction with the customer.

The Public Notice also requires TRS providers to supply the total number of interstate relay calls. ClearCaptions provides that information in **Exhibit 2**. ClearCaptions requests confidential treatment of the information in Exhibit 2 pursuant to

¹ 47 C.F.R. § 64.604(c)(1).

² *Reminder to States and Interstate Telecommunications Relay Services Providers That The Annual Summary Of Consumer Complaints Is Due By July 1, 2019; Reminder of Ongoing Obligation to Report Contact Information and Substantive Changes in TRS Programs*, Public Notice, DA 19-502 (rel. May 31, 2019) (“Public Notice”).



sections 0.457 and 0.459 of the Commission's rules.³ ClearCaptions is also submitting a redacted version of this filing.⁴

ClearCaptions hereby requests that all of the information contained after the heading *****BEGIN CONFIDENTIAL INFORMATION***** and before the heading *****END CONFIDENTIAL INFORMATION***** be treated as Confidential Information. As described below, the information contained between those headings is proprietary commercial and business information that is not customarily disclosed to the public or within the industry and is subject to Exemption 4 under the Freedom of Information Act ("FOIA").⁵ The confidential information has been redacted from the version electronically filed with the Commission.

1. Identification of the specific information for which confidential treatment is sought.

ClearCaptions requests confidential treatment of all information contained after the heading *****BEGIN CONFIDENTIAL INFORMATION***** and before the heading *****END CONFIDENTIAL INFORMATION*****.

2. Identification of the Commission proceeding in which the information was submitted or a description of the circumstances giving rise to the submission.

The information provided is required to be submitted in CG Docket No. 03-123 by section 64.604(c)(1) of the Commission's rules and the Public Notice .⁶

3. Explanation of the degree to which the information is commercial or financial or contains a trade secret or is privileged.

The confidential information contains competitively sensitive ClearCaptions IP CTS information that is not made available to the public and would cause harm to ClearCaptions if disclosed. In addition, this information constitutes proprietary commercial and business information under Exemption 4 of the FOIA.⁷ Accordingly, ClearCaptions requests that such information be treated as Confidential Information and not be made routinely available for public inspection.

³ 47 C.F.R. §§ 0.457, 0.459.

⁴ ClearCaptions has electronically filed only the redacted version of this filing in CG Docket No. 03-123.

⁵ 5 U.S.C. § 552(b)(4).

⁶ 47 C.F.R. § 64.604(c)(1); Public Notice at 1.

⁷ 5 U.S.C. ¶ 552(b)(4).



4. Explanation of the degree to which the information concerns a service that is subject to competition.

The confidential information concerns IP CTS, a nationwide competitive service.

5. Explanation of how disclosure of the information could result in substantial competitive harm.

Disclosure of the confidential information would cause substantial competitive harm to ClearCaptions because it would provide competitors with insight into ClearCaptions' confidential information that is not generally available in the market, which would work to ClearCaptions' severe competitive disadvantage.

6. Identification of any measures taken by the submitting party to prevent unauthorized disclosure.

ClearCaptions routinely treats the confidential information as confidential and exercises significant care to ensure that such information is not inadvertently disclosed to its competitors or the public.

7. Identification of whether the information is available to the public and the extent of any previous disclosure of the information to third parties.

ClearCaptions does not make the confidential information available to the public, and this information is not generally disclosed to third parties.

8. Justification of the period during which the submitting party asserts that the material should not be available for public disclosure.

ClearCaptions requests that the confidential information be treated as confidential on an indefinite basis as it cannot identify a date certain on which this information could be disclosed without causing competitive harm to ClearCaptions.

If a request is submitted for disclosure of this information, please provide sufficient notice to the undersigned to allow ClearCaptions to take appropriate steps to safeguard the confidentiality of the information. In addition, should this request for confidentiality be denied, ClearCaptions requests that this information be returned by the Commission without consideration.

In accordance with section 64.604(c)(1)(i), ClearCaptions maintains a log of all consumer complaints that it receives. The summary contained in Exhibit 1 is based on this log.

In addition, ClearCaptions has provided the information required by section 64.604(c)(2) regarding contact persons. There has been no change in the information previously provided to the Commission.



Please contact the undersigned if you have any questions or concerns regarding this matter.

Respectfully submitted,

/s/ Michael Strecker

Michael Strecker
Vice President of Regulatory and
Strategic Policy
ClearCaptions, LLC
3001 Lava Ridge Court
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Roseville, CA 95661
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cc: Eliot Greenwald
TRSRpts@fcc.gov

EXHIBIT 1

**Annual Summary of Consumer Complaints Covering June 1, 2018 – May 31,
2019**

ClearCaptions, LLC

Number of Complaints Alleging Violation of Federal TRS Mandatory Minimum Standards by Month

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Grand Total
Complaints Filed	773	960	1,114	920	1,062	897	509	600	489	628	721	776	9,449

ClearCaptions, LLC,
2019 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2018 - May 31, 2019

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00514867	06/01/18	06/01/18	Captions	Captions Not working/starting	Phone setting adjusted
00417502	06/01/18	06/01/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00440634	06/01/18	06/14/18	Caption Phone	Losing internet connection	Phone rebooted
00444822	06/01/18	06/01/18	Captions	Captions Not working/starting	Installed/Replaced Router
00460348	06/01/18	06/01/18	Caption Phone	Losing internet connection	Phone rebooted
00424751	06/01/18	06/04/18	Captions	Captions Not working/starting	Phone Being RMA'd
00539397	06/01/18	06/01/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00543995	06/01/18	06/01/18	Caption Phone	Answering machine won't play messages	Training Provided
00526522	06/01/18	06/01/18	Caption Phone	Answering machine isn't taking messages	Training provided
00406962	06/01/18	06/27/18	Captions	Captions Not working/starting	Environmental issue resolved
00409620	06/01/18	06/01/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00431775	06/01/18	06/01/18	Captions	Captions Not working/starting	Phone rebooted
00531499	06/01/18	06/01/18	Captions	Captions Not working/starting	No Issue Found
00427667	06/01/18	06/01/18	Caption Phone	Can't make and/or receive calls	Training provided
00482258	06/01/18	06/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00406013	06/01/18	06/01/18	Captions	Captions Not working/starting	Phone rebooted
00413181	06/01/18	06/05/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00521503	06/01/18	06/01/18	Captions	Captions not accurate	Training Provided
00545436	06/01/18	06/01/18	Caption Phone	Losing internet connection	No Issue With Phone or Service Found
00442326	06/01/18	06/05/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00418316	06/01/18	06/01/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00458325	06/01/18	06/13/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00531191	06/01/18	06/01/18	Captions	Captions Not working/starting	Phone rebooted
00511060	06/01/18	06/01/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00543054	06/01/18	06/06/18	Captions	Captions Not working/starting	No Trouble Found
00414982	06/01/18	06/01/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00432448	06/01/18	06/01/18	Captions	Captions Not working/starting	Phone rebooted
00533770	06/02/18	06/02/18	Captions	Captions not accurate	Phone rebooted
00413384	06/02/18	06/04/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00534353	06/02/18	06/02/18	Caption Phone	Screen unresponsive	No Issue with Phone or Service Found
00522532	06/02/18	06/02/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00423394	06/02/18	06/02/18	Caption Phone	Answering machine won't play messages	Environmental issue resolved
00532976	06/02/18	06/02/18	Caption Phone	Answering machine isn't taking messages	Training provided
00471304	06/02/18	06/03/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00465039	06/02/18	06/12/18	Caption Phone	Screen unresponsive	Training provided
00422237	06/02/18	06/03/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00452676	06/03/18	06/03/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00466866	06/03/18	06/03/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00518436	06/03/18	06/07/18	Caption Phone	Screen unresponsive	Phone rebooted
00435908	06/03/18	06/19/18	Caption Phone	Screen unresponsive	Device replaced
00461607	06/03/18	06/03/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00527271	06/03/18	07/13/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00460154	06/03/18	06/03/18	Captions	Captions Not working/starting	Disabled firewall
00414937	06/03/18	06/03/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00452052	06/03/18	06/04/18	Captions	Captions Not working/starting	Phone rebooted
00499279	06/03/18	06/04/18	Captions	Captions Not working/starting	Phone rebooted
00420138	06/04/18	06/04/18	Caption Phone	Can't make and/or receive calls	Training Provided
00538506	06/04/18	06/07/18	Captions	Captions Not working/starting	Phone rebooted
00437816	06/04/18	06/04/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00445570	06/04/18	06/04/18	Caption Phone	Screen unresponsive	Device replaced
00487042	06/04/18	06/04/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00443490	06/04/18	06/04/18	Captions	Captions Not working/starting	Phone rebooted
00493656	06/04/18	06/04/18	Caption Phone	Caller ID not working	Training provided
00453151	06/04/18	06/04/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00425257	06/04/18	06/04/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00458392	06/04/18	06/04/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00544573	06/04/18	06/12/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00455028	06/04/18	06/04/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00485172	06/04/18	06/14/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00530143	06/04/18	06/12/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00504013	06/04/18	06/04/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00413346	06/04/18	06/04/18	Captions	Captions Not working/starting	No Issue Found
00506461	06/04/18	06/08/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00475631	06/04/18	06/25/18	Caption Phone	Answering machine isn't taking messages	Customer Refused Additional Support
00463887	06/04/18	06/04/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00447257	06/04/18	06/04/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00492084	06/04/18	06/06/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00427350	06/04/18	06/04/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00548356	06/04/18	06/04/18	Captions	Captions Not working/starting	Phone rebooted
00415279	06/04/18	06/04/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00468573	06/04/18	06/04/18	Caption Phone	Answering machine won't play messages	Training Provided
00414308	06/05/18	06/12/18	Caption Phone	Screen won't turn off/turn on	Unable to contact
00506833	06/05/18	06/12/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00405890	06/05/18	06/05/18	Caption Phone	Can't make and/or receive calls	Training provided
00426794	06/05/18	06/13/18	Captions	Captions Not working/starting	Training Provided
00517086	06/05/18	06/05/18	Captions	Captions Not working/starting	Phone rebooted

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Covering the Period from June 1, 2018 - May 31, 2019

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00459766	06/05/18	06/07/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00407411	06/05/18	06/05/18	Caption Phone	Can't make and/or receive calls	Training Provided
00435635	06/05/18	06/15/18	Caption Phone	Caller ID not working	Environmental issue resolved
00474047	06/05/18	07/26/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00435018	06/05/18	06/05/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00516048	06/05/18	06/25/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00524358	06/05/18	06/05/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00545666	06/05/18	06/05/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00546826	06/05/18	06/06/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00470489	06/05/18	06/05/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00539398	06/05/18	06/05/18	Caption Phone	Answering machine won't play messages	Issue on user's end, non-reproducible
00493308	06/05/18	06/05/18	Caption Phone	Answering machine won't play messages	Training Provided
00410612	06/05/18	06/05/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00517542	06/05/18	06/05/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00461512	06/05/18	06/05/18	Captions	Captions Not working/starting	Phone rebooted
00501540	06/05/18	06/06/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00533836	06/05/18	06/05/18	Caption Phone	Can't make and/or receive calls	Part/Other
00506703	06/05/18	06/05/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00453334	06/05/18	06/05/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00506704	06/05/18	06/08/18	Captions	Captions Not working/starting	Phone Being RMA'd
00542681	06/05/18	06/05/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00509818	06/05/18	07/01/18	Caption Phone	Answering machine won't play messages	Training provided
00511281	06/05/18	06/05/18	Caption Phone	Losing internet connection	Phone setting adjusted
00436993	06/05/18	06/05/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00545084	06/05/18	06/05/18	Caption Phone	Can't make and/or receive calls	Training Provided
00410225	06/05/18	06/20/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00488756	06/05/18	06/05/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00414202	06/05/18	06/05/18	Caption Phone	Losing internet connection	Ethernet cable reconnected
00490347	06/05/18	06/05/18	Captions	Captions Not working/starting	Phone rebooted
00522531	06/05/18	06/05/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00416670	06/05/18	06/05/18	Caption Phone	Screen unresponsive	Phone rebooted
00445328	06/05/18	06/05/18	Captions	Captions Not working/starting	Phone rebooted
00513927	06/05/18	06/23/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00449849	06/05/18	07/18/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00437321	06/05/18	06/05/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00497086	06/05/18	06/14/18	Caption Phone	Losing internet connection	Wifi lookup
00453729	06/05/18	06/05/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00542913	06/06/18	06/06/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00525762	06/06/18	06/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00533228	06/06/18	06/06/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00458066	06/06/18	06/06/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00457264	06/06/18	06/06/18	Caption Phone	Answering machine isn't taking messages	No Issue Found
00451985	06/06/18	06/07/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00492205	06/06/18	06/06/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00527289	06/06/18	06/09/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00436442	06/06/18	06/14/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00479936	06/06/18	06/06/18	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00511703	06/06/18	06/06/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00518042	06/06/18	06/06/18	Captions	Captions Not working/starting	Phone rebooted
00540681	06/06/18	06/06/18	Caption Phone	Screen unresponsive	Phone rebooted
00439301	06/06/18	06/12/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00547464	06/06/18	06/17/18	Captions	Captions not accurate	Training provided
00425677	06/06/18	06/06/18	Caption Phone	Losing internet connection	Phone rebooted
00496334	06/06/18	06/18/18	Caption Phone	Can't make and/or receive calls	Device replaced
00528643	06/06/18	06/12/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00416212	06/06/18	06/13/18	Caption Phone	Is stuck on the boot up screen	Device replaced
00446130	06/06/18	06/06/18	Caption Phone	Losing internet connection	Router/modem rebooted
00469991	06/06/18	06/06/18	Captions	Captions Not working/starting	Phone rebooted
00511956	06/06/18	06/25/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00516297	06/06/18	06/06/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00541846	06/06/18	07/02/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00492800	06/06/18	06/22/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00538253	06/06/18	06/10/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00493307	06/06/18	06/06/18	Caption Phone	Can't make and/or receive calls	Training provided
00455160	06/06/18	06/06/18	Captions	Captions Not working/starting	DSL filters issues, resolved
00412182	06/06/18	06/08/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00487804	06/06/18	06/06/18	Caption Phone	Can't make and/or receive calls	Training Provided
00516446	06/06/18	06/14/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00540984	06/06/18	06/06/18	Captions	Captions Not working/starting	Phone rebooted
00444771	06/06/18	07/02/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00410830	06/06/18	06/06/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00411314	06/06/18	06/06/18	Caption Phone	Answering machine won't play messages	Training provided
00452532	06/06/18	06/08/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00526861	06/06/18	06/06/18	Captions	Captions not accurate	No Trouble Found
00432747	06/06/18	06/07/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00511921	06/07/18	06/08/18	Caption Phone	Phone turns on and off by itself	Device moved

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2019 Annual Consumer Complaint Log Summary
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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00422989	06/07/18	06/14/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00524200	06/07/18	06/07/18	Caption Phone	Losing internet connection	Customer Network/Environment Issue, Customer to Follow-up
00419415	06/07/18	06/07/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00524199	06/07/18	06/12/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00432558	06/07/18	06/07/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00469579	06/07/18	06/07/18	Caption Phone	Answering machine isn't taking messages	Memory resource issue resolved
00534922	06/07/18	06/07/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00434788	06/07/18	06/07/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00495509	06/07/18	06/07/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00470217	06/07/18	06/07/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00462430	06/07/18	06/07/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00424182	06/07/18	06/07/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00477089	06/07/18	06/07/18	Captions	Captions Not working/starting	Phone rebooted
00508593	06/07/18	06/18/18	Caption Phone	Can't make and/or receive calls	Part/Other
00428348	06/07/18	07/06/18	Captions	Captions Not working/starting	Unable to contact
00498580	06/07/18	06/14/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00476913	06/07/18	06/07/18	Captions	Captions Not working/starting	Phone setting adjusted
00424775	06/07/18	06/07/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00439875	06/07/18	06/20/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00416323	06/07/18	06/29/18	Caption Phone	Is stuck on the boot up screen	Device replaced
00450135	06/07/18	06/25/18	Captions	Captions Not working/starting	Phone rebooted
00521751	06/07/18	06/23/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00421470	06/07/18	06/22/18	Caption Phone	Losing internet connection	Shared network access issue, resolved
00533255	06/08/18	06/08/18	Caption Phone	Can't make and/or receive calls	Training Provided
00484229	06/08/18	06/23/18	Captions	Captions Not working/starting	Outage resolved
00466201	06/08/18	06/08/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00539487	06/08/18	06/08/18	Captions	Captions Not working/starting	No Issue Found
00516724	06/08/18	06/08/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00431256	06/08/18	06/08/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00448358	06/08/18	06/08/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00518830	06/08/18	06/08/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00522420	06/08/18	06/08/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00477141	06/08/18	06/08/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00456540	06/08/18	06/08/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00510744	06/08/18	06/15/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00524535	06/08/18	06/08/18	Captions	Captions not accurate	Caption Issue escalated
00517893	06/08/18	06/08/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00533975	06/08/18	06/08/18	Captions	Captions Not working/starting	Router/modem rebooted
00427803	06/08/18	06/08/18	Caption Phone	Answering machine won't play messages	Training Provided
00410629	06/08/18	06/08/18	Caption Phone	Can't make and/or receive calls	Training Provided
00501348	06/08/18	06/08/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00494865	06/08/18	06/25/18	Caption Phone	Screen unresponsive	Part/Other
00468353	06/08/18	06/18/18	Caption Phone	Can't make and/or receive calls	Training Provided
00473807	06/08/18	06/12/18	Caption Phone	Can't make and/or receive calls	Training Provided
00416135	06/08/18	06/08/18	Captions	Captions Not working/starting	Phone rebooted
00462076	06/08/18	06/28/18	Caption Phone	Screen unresponsive	Device replaced
00416622	06/08/18	06/08/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00543389	06/08/18	06/08/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00497729	06/08/18	06/19/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00508107	06/08/18	06/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00407679	06/08/18	06/14/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00472835	06/09/18	06/09/18	Caption Phone	Screen won't turn off/turn on	Training Provided
00514532	06/09/18	06/14/18	Caption Phone	Caller ID not working	Memory resource issue resolved
00538754	06/09/18	06/26/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00545085	06/09/18	06/09/18	Captions	Captions Not working/starting	Phone rebooted
00479989	06/09/18	06/09/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00522895	06/09/18	06/09/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00513452	06/09/18	06/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00542695	06/09/18	06/09/18	Caption Phone	Answering machine won't play messages	Training provided
00438617	06/10/18	06/17/18	Captions	Captions Not working/starting	CC employee to retrieve device
00541336	06/10/18	07/20/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00524691	06/10/18	06/10/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00535930	06/10/18	06/10/18	Captions	Captions Not working/starting	Phone rebooted
00413532	06/10/18	06/10/18	Caption Phone	Answering machine won't play messages	Training Provided
00434490	06/10/18	06/11/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00476204	06/10/18	07/13/18	Caption Phone	Caller ID not working	Issue on user's end, non-reproducible
00496310	06/11/18	06/15/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00512383	06/11/18	06/11/18	Captions	Captions Not working/starting	Phone rebooted
00516300	06/11/18	06/23/18	Caption Phone	Answering machine won't play messages	Training Provided
00518852	06/11/18	06/11/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00486587	06/11/18	06/11/18	Caption Phone	Can't make and/or receive calls	Service status communicated
00470535	06/11/18	06/11/18	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00432663	06/11/18	06/11/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00458405	06/11/18	06/11/18	Caption Phone	Can't make and/or receive calls	Training Provided
00550544	06/11/18	06/11/18	Caption Phone	Answering machine won't play messages	Training Provided
00526507	06/11/18	06/11/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved

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00409614	06/11/18	06/11/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00541925	06/11/18	06/14/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00528420	06/11/18	06/11/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00462766	06/11/18	06/11/18	Captions	Captions Not working/starting	Router/modem rebooted
00535607	06/11/18	06/11/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00463623	06/11/18	06/11/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00453115	06/11/18	06/15/18	Caption Phone	Answering machine won't play messages	Training Provided
00458842	06/11/18	06/11/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00495385	06/11/18	06/11/18	Captions	Captions Not working/starting	Phone rebooted
00540313	06/11/18	06/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00449246	06/11/18	06/12/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00523388	06/11/18	06/11/18	Caption Phone	Answering machine won't play messages	Issue on user's end, non-reproducible
00485346	06/11/18	06/14/18	Captions	Captions Not working/starting	Phone Being RMA'd
00475287	06/11/18	06/11/18	Caption Phone	Can't make and/or receive calls	Training Provided
00534862	06/11/18	06/11/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00414986	06/11/18	06/19/18	Caption Phone	Answering machine won't play messages	Training Provided
00491056	06/11/18	06/11/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00488376	06/11/18	06/11/18	Caption Phone	Is stuck on the boot up screen	Device replaced
00510209	06/11/18	06/11/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00491057	06/11/18	06/21/18	Captions	Captions Not working/starting	Account Updated
00454631	06/11/18	06/12/18	Captions	Captions Not working/starting	Phone rebooted
00549539	06/12/18	06/14/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00447911	06/12/18	06/28/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00531991	06/12/18	06/26/18	Captions	Captions not accurate	Training provided
00487805	06/12/18	06/12/18	Caption Phone	Other party cannot hear me	Training Provided
00444449	06/12/18	06/14/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00522566	06/12/18	06/12/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00497867	06/12/18	06/12/18	Captions	Captions Not working/starting	Phone rebooted
00434852	06/12/18	06/15/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00436453	06/12/18	06/12/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00441139	06/12/18	06/14/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00435853	06/12/18	06/12/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00532498	06/12/18	06/14/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00541187	06/12/18	06/22/18	Captions	Captions Not working/starting	Phone rebooted
00475946	06/12/18	06/12/18	Captions	Captions Not working/starting	Wifi lookup
00420215	06/12/18	07/18/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00490100	06/12/18	06/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00445165	06/12/18	06/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00457113	06/12/18	06/25/18	Captions	Captions Not working/starting	Phone rebooted
00495667	06/12/18	06/19/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00508025	06/12/18	06/13/18	Captions	Captions Not working/starting	Phone rebooted
00450548	06/12/18	06/12/18	Captions	Captions Not working/starting	Phone setting adjusted
00457889	06/12/18	06/14/18	Captions	Captions Not working/starting	Phone rebooted
00481892	06/12/18	06/12/18	Caption Phone	Can't make and/or receive calls	Training Provided
00416579	06/12/18	06/12/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00433800	06/12/18	06/19/18	Caption Phone	Losing internet connection	Phone rebooted
00457421	06/12/18	06/12/18	Captions	Captions Not working/starting	Router/modem rebooted
00499593	06/12/18	06/20/18	Caption Phone	Losing internet connection	Environmental issue resolved
00493716	06/12/18	06/15/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00495982	06/12/18	06/15/18	Captions	Captions Not working/starting	Phone rebooted
00545690	06/12/18	06/15/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00493714	06/12/18	06/12/18	Caption Phone	Losing internet connection	DSL filters issues, resolved
00488420	06/12/18	06/25/18	Caption Phone	Can't make and/or receive calls	Part/Other
00542096	06/12/18	06/14/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00409358	06/12/18	06/13/18	Caption Phone	Screen won't turn off/turn on	Training Provided
00482406	06/13/18	06/13/18	Captions	Captions Not working/starting	Phone rebooted
00526177	06/13/18	06/26/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00423027	06/13/18	06/13/18	Captions	Captions Not working/starting	Phone rebooted
00454050	06/13/18	06/13/18	Caption Phone	Can't make and/or receive calls	Training Provided
00484185	06/13/18	06/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00446577	06/13/18	06/13/18	Captions	Captions Not working/starting	Phone rebooted
00421818	06/13/18	06/13/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00512081	06/13/18	06/13/18	Captions	Captions Not working/starting	Phone rebooted
00515472	06/13/18	06/13/18	Captions	Captions Not working/starting	Phone rebooted
00431686	06/13/18	06/13/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00535706	06/13/18	06/13/18	Captions	Captions not accurate	Training Provided
00497991	06/13/18	06/13/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00441429	06/13/18	06/13/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00414352	06/13/18	06/26/18	Caption Phone	Can't make and/or receive calls	Device replaced
00411045	06/13/18	06/13/18	Captions	Captions Not working/starting	Phone rebooted
00426647	06/13/18	06/13/18	Caption Phone	Caller ID not working	Issue on user's end, non-reproducible
00432777	06/13/18	06/13/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00545667	06/13/18	06/15/18	Caption Phone	Answering machine won't play messages	Router/modem cable reconnected
00445572	06/13/18	06/13/18	Captions	Captions Not working/starting	Wifi lookup
00408241	06/13/18	07/10/18	Captions	Captions not accurate	Caption Issue escalated
00447566	06/13/18	06/14/18	Caption Phone	Losing internet connection	Phone rebooted

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00496555	06/13/18	06/13/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00539563	06/13/18	06/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00525635	06/13/18	06/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00448362	06/13/18	06/13/18	Caption Phone	Losing internet connection	Wifi extender installed
00421306	06/13/18	06/13/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00494380	06/14/18	06/19/18	Captions	Captions Not working/starting	Phone power reconnected
00502753	06/14/18	06/14/18	Captions	Captions Not working/starting	Phone rebooted
00430924	06/14/18	06/14/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00478763	06/14/18	06/21/18	Captions	Captions Not working/starting	Phone rebooted
00421791	06/14/18	06/14/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00431579	06/14/18	06/14/18	Caption Phone	Screen unresponsive	Phone rebooted
00532178	06/14/18	06/14/18	Caption Phone	Screen unresponsive	Device replaced
00510247	06/14/18	06/14/18	Caption Phone	Can't make and/or receive calls	Training provided
00443473	06/14/18	06/14/18	Captions	Captions Not working/starting	Training Provided
00501518	06/14/18	06/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00469743	06/14/18	06/14/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00485173	06/14/18	07/08/18	Caption Phone	Screen unresponsive	Device replaced
00440078	06/14/18	06/14/18	Captions	Captions Not working/starting	Wifi lookup
00496974	06/14/18	06/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00444482	06/14/18	06/22/18	Caption Phone	Can't make and/or receive calls	Part/Other
00414157	06/14/18	06/19/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00469744	06/14/18	06/15/18	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00415830	06/14/18	06/28/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00465723	06/14/18	06/14/18	Caption Phone	Losing internet connection	Return Kit/PPML sent
00506786	06/14/18	06/18/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00427123	06/14/18	06/14/18	Captions	Captions not accurate	Phone Being RMA'd
00539123	06/14/18	06/25/18	Caption Phone	Can't make and/or receive calls	Training Provided
00453441	06/14/18	07/02/18	Caption Phone	Other party cannot hear me	No Issue with Phone or Service Found
00435373	06/14/18	06/19/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00547433	06/14/18	06/14/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00432616	06/14/18	06/14/18	Caption Phone	Can't make and/or receive calls	Training provided
00462876	06/14/18	06/27/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00492869	06/14/18	06/14/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00452681	06/14/18	06/14/18	Caption Phone	Screen unresponsive	Phone rebooted
00444451	06/14/18	06/14/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00453335	06/14/18	06/14/18	Captions	Captions Not working/starting	Phone rebooted
00415268	06/14/18	06/14/18	Caption Phone	Phone turns on and off by itself	Software updates
00517911	06/14/18	06/15/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00415851	06/14/18	06/14/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00489811	06/14/18	06/29/18	Caption Phone	Screen won't turn off/turn on	Replace cable, handset, accessory
00467746	06/14/18	06/14/18	Captions	Captions Not working/starting	Phone rebooted
00514601	06/14/18	06/15/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00514602	06/14/18	06/15/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00448952	06/14/18	06/29/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00520364	06/14/18	06/19/18	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00515557	06/14/18	06/14/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00417349	06/14/18	06/14/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00505391	06/14/18	06/14/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00473430	06/14/18	06/14/18	Caption Phone	Losing internet connection	Router/modem rebooted
00445573	06/14/18	06/14/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00552985	06/14/18	07/20/18	Captions	Captions Not working/starting	Router/modem rebooted
00438947	06/14/18	06/14/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00455914	06/15/18	06/15/18	Captions	Captions Not working/starting	Phone rebooted
00496948	06/15/18	06/15/18	Captions	Captions Not working/starting	Phone rebooted
00417489	06/15/18	06/15/18	Caption Phone	Can't make and/or receive calls	Account Updated
00517060	06/15/18	06/18/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00456868	06/15/18	06/19/18	Captions	Captions Not working/starting	Installed/Replaced Router
00530412	06/15/18	07/27/18	Captions	Captions Not working/starting	Device replaced
00522511	06/15/18	06/15/18	Captions	Captions Not working/starting	Phone rebooted
00522512	06/15/18	06/15/18	Captions	Captions Not working/starting	Phone rebooted
00412745	06/15/18	06/15/18	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00510522	06/15/18	06/15/18	Captions	Captions Not working/starting	Phone rebooted
00432823	06/15/18	06/15/18	Caption Phone	Screen won't turn off/turn on	Training Provided
00516470	06/15/18	06/15/18	Captions	Captions Not working/starting	Phone rebooted
00507415	06/15/18	06/15/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00456239	06/15/18	06/15/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00447135	06/15/18	06/16/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00409360	06/15/18	06/25/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00482739	06/15/18	06/15/18	Caption Phone	Can't make and/or receive calls	Training Provided
00517819	06/15/18	06/15/18	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00528191	06/15/18	06/20/18	Caption Phone	Can't make and/or receive calls	Device replaced
00531992	06/15/18	06/15/18	Caption Phone	Answering machine won't play messages	Training Provided
00481925	06/15/18	06/20/18	Captions	Captions Not working/starting	Wifi lookup
00505850	06/15/18	06/19/18	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00526437	06/15/18	06/15/18	Caption Phone	Losing internet connection	Wifi extender installed
00537538	06/15/18	06/15/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted

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00538537	06/15/18	06/18/18	Caption Phone	Screen unresponsive	Training Provided
00458067	06/15/18	06/15/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00546994	06/15/18	06/22/18	Caption Phone	Answering machine isn't taking messages	No Issue Found
00425580	06/15/18	06/15/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00526458	06/15/18	06/22/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00420569	06/15/18	06/15/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00455015	06/15/18	06/19/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00528133	06/15/18	06/15/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00463189	06/15/18	06/15/18	Caption Phone	Losing internet connection	Wifi extender installed
00496150	06/15/18	06/25/18	Captions	Captions Not working/starting	Phone rebooted
00493844	06/16/18	06/16/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00469741	06/16/18	06/16/18	Captions	Captions Not working/starting	Phone rebooted
00427813	06/16/18	06/16/18	Captions	Captions Not working/starting	Outage resolved
00518748	06/16/18	07/10/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00438948	06/16/18	06/16/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00421219	06/16/18	06/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00492133	06/16/18	06/16/18	Caption Phone	Answering machine isn't taking messages	Memory resource issue resolved
00542682	06/16/18	06/16/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00531166	06/16/18	07/10/18	Captions	Captions Not working/starting	Router/modem rebooted
00544218	06/16/18	06/16/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00456287	06/16/18	06/16/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00518525	06/16/18	07/10/18	Captions	Captions Not working/starting	Phone rebooted
00489890	06/16/18	06/20/18	Captions	Captions Not working/starting	Phone rebooted
00422438	06/16/18	06/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00505939	06/17/18	06/17/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00544151	06/17/18	06/19/18	Caption Phone	Answering machine won't play messages	Training Provided
00527978	06/18/18	06/22/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00508536	06/18/18	06/18/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00412811	06/18/18	07/03/18	Caption Phone	Screen unresponsive	Device replaced
00412864	06/18/18	06/18/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00542454	06/18/18	06/18/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00454648	06/18/18	06/18/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00456294	06/18/18	06/18/18	Captions	Captions Not working/starting	Phone rebooted
00417702	06/18/18	06/18/18	Caption Phone	Losing internet connection	Wifi extender installed
00421865	06/18/18	06/28/18	Caption Phone	Can't make and/or receive calls	Device replaced
00423646	06/18/18	06/20/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00459964	06/18/18	06/24/18	Captions	Captions Not working/starting	Wifi lookup
00532583	06/18/18	06/22/18	Caption Phone	Is stuck on the boot up screen	Phone Being RMA'd
00482567	06/18/18	06/26/18	Caption Phone	Phone turns on and off by itself	No Issue Found
00549014	06/18/18	06/22/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00414194	06/18/18	09/12/18	Captions	Captions Not working/starting	Disabled firewall
00428293	06/18/18	06/18/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00521663	06/18/18	06/18/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00421352	06/18/18	06/18/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00413205	06/18/18	06/26/18	Caption Phone	Screen unresponsive	Device replaced
00470907	06/18/18	06/19/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00519215	06/18/18	07/09/18	Caption Phone	Screen won't turn off/turn on	Phone power reconnected
00468503	06/18/18	06/18/18	Captions	Captions Not working/starting	Wifi lookup
00425562	06/18/18	06/26/18	Caption Phone	Is stuck on the boot up screen	No Issue with Phone or Service Found
00531271	06/18/18	06/22/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00547483	06/18/18	06/27/18	Caption Phone	Screen unresponsive	Device replaced
00537835	06/18/18	06/22/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00486510	06/18/18	06/18/18	Caption Phone	Screen unresponsive	Phone rebooted
00535436	06/18/18	06/19/18	Captions	Captions Not working/starting	Wifi lookup
00417792	06/18/18	06/18/18	Caption Phone	Phone turns on and off by itself	Phone setting adjusted
00502457	06/18/18	06/19/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00453757	06/18/18	06/19/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00419605	06/18/18	06/22/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00429904	06/18/18	06/25/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00464306	06/19/18	06/23/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00458870	06/19/18	06/22/18	Captions	Captions Not working/starting	Phone rebooted
00445174	06/19/18	06/20/18	Captions	Captions Not working/starting	Phone rebooted
00414021	06/19/18	06/22/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00509846	06/19/18	06/19/18	Caption Phone	Losing internet connection	Wifi extender installed
00449294	06/19/18	06/19/18	Captions	Captions Not working/starting	Training Provided
00416338	06/19/18	06/19/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00435910	06/19/18	06/22/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00482362	06/19/18	06/25/18	Captions	Captions Not working/starting	Wifi lookup
00437817	06/19/18	06/19/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00482740	06/19/18	06/19/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00541423	06/19/18	06/19/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00533980	06/19/18	06/19/18	Caption Phone	Answering machine isn't taking messages	Training provided
00512879	06/19/18	06/19/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00444724	06/19/18	06/19/18	Caption Phone	Screen won't turn off/turn on	Phone power reconnected
00503737	06/19/18	06/19/18	Caption Phone	Screen won't turn off/turn on	Replace cable, handset, accessory
00515625	06/19/18	06/19/18	Caption Phone	Can't make and/or receive calls	Part/Other

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00495595	06/19/18	06/19/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00419034	06/19/18	06/26/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00455105	06/19/18	06/19/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00452831	06/19/18	06/29/18	Caption Phone	Screen won't turn off/turn on	Training Provided
00443419	06/19/18	06/19/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00507325	06/19/18	06/19/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00441694	06/19/18	06/27/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00437427	06/19/18	06/19/18	Caption Phone	Losing internet connection	Wifi lookup
00450316	06/19/18	07/06/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00481389	06/19/18	06/19/18	Caption Phone	Losing internet connection	Router/modem rebooted
00414133	06/20/18	06/20/18	Caption Phone	Answering machine isn't taking messages	Training provided
00427668	06/20/18	07/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00514511	06/20/18	06/20/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00470974	06/20/18	06/20/18	Captions	Captions Not working/starting	Training Provided
00479189	06/20/18	06/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00511923	06/20/18	06/20/18	Caption Phone	Answering machine isn't taking messages	Training provided
00425240	06/20/18	06/20/18	Captions	Captions Not working/starting	Phone rebooted
00404698	06/20/18	06/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00455106	06/20/18	06/20/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00467106	06/20/18	06/20/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00534587	06/20/18	06/20/18	Caption Phone	Answering machine isn't taking messages	Shared network access issue, resolved
00437216	06/20/18	07/19/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00465733	06/20/18	06/25/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00445298	06/20/18	06/20/18	Caption Phone	Screen unresponsive	Device replaced
00514332	06/20/18	06/20/18	Captions	Captions not accurate	Caption Issue escalated
00475064	06/20/18	06/25/18	Captions	Captions Not working/starting	Phone rebooted
00494090	06/20/18	06/20/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00447297	06/20/18	06/27/18	Caption Phone	Phone turns on and off by itself	Replace cable, handset, accessory
00486563	06/20/18	07/03/18	Caption Phone	Screen unresponsive	Device replaced
00438317	06/20/18	06/20/18	Captions	Captions Not working/starting	Phone rebooted
00521943	06/20/18	06/25/18	Caption Phone	Screen unresponsive	Wifi reconnected (no reboot required)
00449641	06/20/18	06/20/18	Captions	Captions Not working/starting	Router/modem rebooted
00494989	06/20/18	06/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00413102	06/20/18	06/21/18	Captions	Captions Not working/starting	Wifi lookup
00445972	06/20/18	06/22/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00445971	06/20/18	06/20/18	Caption Phone	Screen unresponsive	Device replaced
00531496	06/20/18	06/26/18	Captions	Captions Not working/starting	Phone rebooted
00463058	06/20/18	06/20/18	Captions	Captions Not working/starting	Phone rebooted
00503141	06/20/18	06/20/18	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00528192	06/20/18	06/22/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00435989	06/20/18	06/20/18	Caption Phone	Answering machine isn't taking messages	Training provided
00542232	06/20/18	07/12/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00469378	06/20/18	06/23/18	Captions	Captions Not working/starting	Phone rebooted
00427657	06/21/18	06/21/18	Caption Phone	Answering machine isn't taking messages	Training provided
00451631	06/21/18	06/28/18	Captions	Captions Not working/starting	Part/Other
00458367	06/21/18	06/27/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00542081	06/21/18	06/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00458406	06/21/18	06/21/18	Captions	Captions Not working/starting	Router/modem rebooted
00501086	06/21/18	06/22/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00495681	06/21/18	06/25/18	Captions	Captions Not working/starting	Phone rebooted
00508835	06/21/18	06/26/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00535707	06/21/18	06/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00471370	06/21/18	06/21/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00468969	06/21/18	06/21/18	Captions	Captions Not working/starting	Device moved
00481685	06/21/18	06/21/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00427450	06/21/18	06/25/18	Captions	Captions Not working/starting	Phone rebooted
00536648	06/21/18	06/21/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00421551	06/21/18	06/21/18	Captions	Captions Not working/starting	Training Provided
00534895	06/21/18	06/21/18	Caption Phone	Answering machine won't play messages	Training Provided
00418498	06/21/18	06/21/18	Caption Phone	Phone turns on and off by itself	Memory resource issue resolved
00517606	06/21/18	06/21/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00451766	06/21/18	06/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00531259	06/21/18	06/21/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00535646	06/21/18	06/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00507221	06/21/18	06/21/18	Caption Phone	Caller ID not working	Training Provided
00425679	06/21/18	06/29/18	Captions	Captions Not working/starting	Installed/Replaced Router
00516464	06/21/18	06/21/18	Captions	Captions Not working/starting	Phone rebooted
00450703	06/21/18	06/21/18	Captions	Captions Not working/starting	Phone rebooted
00542605	06/21/18	06/22/18	Captions	Captions not accurate	Phone Being RMA'd
00431192	06/21/18	06/25/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00513628	06/21/18	06/21/18	Captions	Captions Not working/starting	Training Provided
00469408	06/21/18	06/21/18	Caption Phone	Losing internet connection	No Issue Found
00455104	06/21/18	06/21/18	Captions	Captions Not working/starting	Caption Issue escalated
00505556	06/21/18	07/10/18	Caption Phone	Screen unresponsive	Device replaced
00501034	06/21/18	06/22/18	Caption Phone	Screen won't turn off/turn on	No Issue with Phone or Service Found
00533824	06/21/18	06/23/18	Caption Phone	Caller ID not working	No Issue Found

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00506540	06/22/18	06/25/18	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00498617	06/22/18	07/06/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00452855	06/22/18	06/22/18	Captions	Captions Not working/starting	Phone rebooted
00484090	06/22/18	06/22/18	Captions	Captions Not working/starting	Training provided
00527638	06/22/18	06/22/18	Caption Phone	Screen unresponsive	Phone rebooted
00515440	06/22/18	06/26/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00533223	06/22/18	06/27/18	Captions	Captions Not working/starting	No Trouble Found
00416948	06/22/18	06/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00420345	06/22/18	06/26/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00499651	06/22/18	06/22/18	Caption Phone	Answering machine isn't taking messages	Memory resource issue resolved
00514105	06/22/18	06/23/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00533887	06/22/18	06/22/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00504504	06/22/18	06/22/18	Captions	Captions Not working/starting	Phone rebooted
00450410	06/22/18	06/22/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00444191	06/22/18	06/25/18	Caption Phone	Can't make and/or receive calls	Training Provided
00546993	06/22/18	06/22/18	Captions	Captions Not working/starting	No Trouble Found
00533950	06/22/18	07/05/18	Caption Phone	Is stuck on the boot up screen	Device replaced
00487721	06/22/18	06/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00432750	06/22/18	08/03/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00427804	06/22/18	06/22/18	Caption Phone	Answering machine won't play messages	Training Provided
00465057	06/22/18	07/12/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00531260	06/22/18	06/22/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00551207	06/22/18	07/02/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00463733	06/22/18	06/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00428820	06/23/18	06/25/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00431260	06/23/18	06/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00468971	06/23/18	06/23/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00423291	06/23/18	06/23/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00427627	06/23/18	06/30/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00473279	06/23/18	07/25/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00498559	06/23/18	06/23/18	Captions	Captions Not working/starting	Installed/Replaced Router
00526883	06/23/18	06/23/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00497670	06/23/18	06/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00447693	06/23/18	06/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00414386	06/23/18	06/30/18	Caption Phone	Screen unresponsive	Device replaced
00482220	06/23/18	06/25/18	Captions	Captions Not working/starting	Phone rebooted
00438953	06/23/18	07/10/18	Caption Phone	Screen unresponsive	Device replaced
00420449	06/23/18	06/23/18	Captions	Captions Not working/starting	Account Updated
00496767	06/23/18	06/23/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00473264	06/23/18	07/03/18	Captions	Captions Not working/starting	Phone rebooted
00461751	06/24/18	06/24/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00494026	06/24/18	06/25/18	Captions	Captions Not working/starting	Router/modem rebooted
00516472	06/24/18	06/24/18	Captions	Captions Not working/starting	Phone rebooted
00417863	06/24/18	06/24/18	Captions	Captions not accurate	Router/modem rebooted
00424330	06/24/18	06/24/18	Captions	Captions Not working/starting	Phone rebooted
00537035	06/24/18	06/24/18	Captions	Captions Not working/starting	Router/modem rebooted
00447048	06/24/18	06/26/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00460790	06/24/18	06/26/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00411400	06/24/18	06/24/18	Captions	Captions Not working/starting	Phone rebooted
00471435	06/24/18	06/26/18	Captions	Captions Not working/starting	Phone rebooted
00414659	06/24/18	07/07/18	Caption Phone	Screen unresponsive	Device replaced
00488751	06/24/18	07/11/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00553083	06/24/18	08/27/18	Captions	Captions Not working/starting	Unable to contact
00502473	06/25/18	06/25/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00414528	06/25/18	07/12/18	Caption Phone	Screen unresponsive	Device replaced
00451225	06/25/18	08/06/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00497178	06/25/18	07/08/18	Caption Phone	Screen unresponsive	Device replaced
00424238	06/25/18	06/25/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00485765	06/25/18	06/25/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00490955	06/25/18	06/26/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00493886	06/25/18	06/25/18	Captions	Captions Not working/starting	DSL filters issues, resolved
00429102	06/25/18	07/02/18	Caption Phone	Losing internet connection	Modified firewall setting
00411460	06/25/18	06/25/18	Captions	Captions Not working/starting	Phone rebooted
00423687	06/25/18	06/25/18	Captions	Captions Not working/starting	Wifi extender installed
00445986	06/25/18	06/26/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00510926	06/25/18	06/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00464179	06/25/18	06/26/18	Caption Phone	Answering machine isn't taking messages	Customer Network/Environment Issue, Customer to Follow-up
00508549	06/25/18	07/02/18	Captions	Captions Not working/starting	Outage resolved
00506669	06/25/18	06/25/18	Captions	Captions Not working/starting	Disabled firewall
00507577	06/25/18	06/25/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00454633	06/25/18	06/25/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00487806	06/25/18	06/25/18	Caption Phone	Can't make and/or receive calls	Training Provided
00442500	06/25/18	06/26/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00538135	06/25/18	06/27/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00459707	06/25/18	06/25/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00441130	06/25/18	06/28/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up

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00461753	06/25/18	06/25/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00547610	06/25/18	06/25/18	Caption Phone	Can't make and/or receive calls	Training Provided
00457064	06/25/18	07/15/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00547611	06/25/18	06/25/18	Caption Phone	Answering machine isn't taking messages	Training provided
00463333	06/25/18	07/23/18	Caption Phone	Can't make and/or receive calls	Training provided
00545997	06/25/18	06/25/18	Captions	Captions Not working/starting	Router/modem rebooted
00496949	06/25/18	06/25/18	Caption Phone	Losing internet connection	No Issue Found
00410218	06/25/18	06/25/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00407347	06/25/18	06/26/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00483347	06/25/18	06/26/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00513719	06/25/18	07/26/18	Captions	Captions Not working/starting	Installed/Replaced Router
00406031	06/25/18	06/25/18	Captions	Captions Not working/starting	Phone rebooted
00405057	06/25/18	06/29/18	Captions	Captions not accurate	Phone rebooted
00521778	06/25/18	06/29/18	Captions	Captions not accurate	Customer Refused Additional Support
00539400	06/25/18	06/30/18	Captions	Captions Not working/starting	Training Provided
00481664	06/25/18	06/25/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00493910	06/25/18	06/25/18	Captions	Captions Not working/starting	Phone rebooted
00463649	06/25/18	06/25/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00440437	06/25/18	06/25/18	Caption Phone	Can't make and/or receive calls	Training Provided
00537717	06/25/18	06/25/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00537718	06/25/18	06/29/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00485490	06/25/18	07/20/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00535291	06/25/18	06/25/18	Caption Phone	Answering machine won't play messages	Training Provided
00423336	06/25/18	07/02/18	Captions	Captions Not working/starting	No Trouble Found
00521961	06/25/18	06/29/18	Captions	Captions too far behind conversation/lagging	Phone Being RMA'd
00425036	06/26/18	06/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00413221	06/26/18	06/28/18	Captions	Captions Not working/starting	Outage resolved
00442501	06/26/18	06/29/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00550130	06/26/18	06/26/18	Caption Phone	Can't make and/or receive calls	Training provided
00412858	06/26/18	07/03/18	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00525007	06/26/18	06/26/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00439844	06/26/18	06/26/18	Captions	Captions Not working/starting	Router/modem rebooted
00416357	06/26/18	06/26/18	Captions	Captions Not working/starting	Phone rebooted
00442346	06/26/18	06/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00467135	06/26/18	07/24/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00447556	06/26/18	06/26/18	Captions	Captions Not working/starting	Phone rebooted
00540928	06/26/18	07/20/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00537539	06/26/18	06/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00439789	06/26/18	06/29/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00526926	06/26/18	06/26/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00519509	06/26/18	06/26/18	Caption Phone	Answering machine isn't taking messages	Training provided
00427964	06/26/18	08/01/18	Caption Phone	Answering machine won't play messages	Unable to contact
00505159	06/26/18	06/26/18	Caption Phone	Answering machine isn't taking messages	Training provided
00498234	06/26/18	07/11/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00517025	06/26/18	07/02/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00552456	06/26/18	06/26/18	Caption Phone	Can't make and/or receive calls	Software updates
00421296	06/26/18	06/26/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00530355	06/26/18	07/15/18	Captions	Captions not accurate	Training Provided
00528536	06/26/18	07/15/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00446736	06/26/18	07/06/18	Caption Phone	Losing internet connection	Wifi lookup
00546419	06/26/18	06/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00481715	06/26/18	06/26/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00539761	06/26/18	07/03/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00486430	06/26/18	07/02/18	Captions	Captions Not working/starting	Wifi lookup
00489930	06/26/18	06/26/18	Caption Phone	Answering machine won't play messages	Training Provided
00441976	06/26/18	06/28/18	Caption Phone	Answering machine isn't taking messages	Wifi reconnected (no reboot required)
00414371	06/26/18	06/26/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00449247	06/26/18	06/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00516352	06/26/18	06/26/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00507679	06/26/18	06/26/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00502127	06/26/18	06/27/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00406107	06/27/18	07/03/18	Caption Phone	Losing internet connection	Part/Other
00483167	06/27/18	06/27/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00493160	06/27/18	06/27/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00456502	06/27/18	06/27/18	Caption Phone	Caller ID not working	Training Provided
00455230	06/27/18	06/27/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00408417	06/27/18	06/27/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00416695	06/27/18	06/27/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00496968	06/27/18	06/28/18	Caption Phone	Phone turns on and off by itself	Environmental issue resolved
00538136	06/27/18	06/29/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00414387	06/27/18	06/29/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00415863	06/27/18	06/29/18	Caption Phone	Caller ID not working	Phone Being RMA'd
00446624	06/27/18	06/27/18	Captions	Captions Not working/starting	Phone rebooted
00474082	06/27/18	06/27/18	Captions	Captions Not working/starting	Device moved
00416045	06/27/18	07/10/18	Caption Phone	Can't make and/or receive calls	Device replaced
00473977	06/27/18	06/27/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00503902	06/27/18	06/27/18	Captions	Captions Not working/starting	No Issue Found
00497787	06/27/18	06/27/18	Captions	Captions Not working/starting	Phone rebooted
00514351	06/27/18	08/10/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00461359	06/27/18	06/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00480366	06/27/18	06/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00421262	06/27/18	06/28/18	Captions	Captions Not working/starting	No Issue Found
00535563	06/27/18	07/03/18	Caption Phone	Answering machine won't play messages	Customer Refused Additional Support
00405765	06/27/18	07/09/18	Caption Phone	Losing internet connection	Part/Other
00511795	06/27/18	06/27/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00477926	06/27/18	06/27/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00526355	06/27/18	09/12/18	Caption Phone	Screen unresponsive	No Issue with Phone or Service Found
00448745	06/27/18	06/27/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00514707	06/27/18	07/06/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00508076	06/27/18	06/27/18	Captions	Captions not accurate	Training Provided
00470670	06/27/18	06/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00526414	06/27/18	07/14/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00440007	06/27/18	06/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00481817	06/27/18	07/09/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00447863	06/27/18	07/16/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00488777	06/27/18	06/29/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00432383	06/28/18	06/28/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00456171	06/28/18	09/11/18	Captions	Captions not accurate	Customer Network/Environment Issue, Customer to Follow-up
00448605	06/28/18	06/28/18	Captions	Captions Not working/starting	Phone rebooted
00509723	06/28/18	06/28/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00528519	06/28/18	06/28/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00507249	06/28/18	06/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00547048	06/28/18	06/28/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00477913	06/28/18	07/03/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00458362	06/28/18	06/28/18	Caption Phone	Losing internet connection	Wifi extender installed
00513974	06/28/18	06/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00463113	06/28/18	06/28/18	Caption Phone	Can't make and/or receive calls	Device replaced
00436148	06/28/18	06/28/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00422720	06/28/18	06/28/18	Caption Phone	Can't make and/or receive calls	Device moved
00463112	06/28/18	06/29/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00552556	06/28/18	06/29/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00477852	06/28/18	06/28/18	Captions	Captions Not working/starting	Router/modem rebooted
00468184	06/28/18	07/03/18	Captions	Captions Not working/starting	Installed/Replaced Router
00495064	06/28/18	07/09/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00465734	06/28/18	06/30/18	Caption Phone	Losing internet connection	No Issue Found
00440789	06/28/18	07/09/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00550082	06/28/18	06/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00543982	06/28/18	07/03/18	Caption Phone	Can't make and/or receive calls	Device replaced
00519435	06/28/18	06/28/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00458874	06/28/18	06/28/18	Caption Phone	Losing internet connection	Phone rebooted
00494351	06/28/18	06/28/18	Captions	Captions Not working/starting	Wifi lookup
00497092	06/28/18	07/03/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00447285	06/28/18	06/29/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00521598	06/28/18	06/28/18	Captions	Captions Not working/starting	Router/modem rebooted
00500269	06/28/18	06/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00536464	06/29/18	07/18/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00474015	06/29/18	06/29/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00539572	06/29/18	06/29/18	Captions	Captions Not working/starting	Environmental issue resolved
00420216	06/29/18	06/29/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00505324	06/29/18	06/29/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00413183	06/29/18	07/05/18	Caption Phone	Other party cannot hear me	Phone rebooted
00516301	06/29/18	06/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00527798	06/29/18	06/29/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00429224	06/29/18	12/07/18	Mobile Phone	Caller ID not working	Training Provided
00499066	06/29/18	06/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00523866	06/29/18	07/03/18	Caption Phone	Screen unresponsive	Device replaced
00483455	06/29/18	06/29/18	Captions	Captions Not working/starting	Phone rebooted
00489328	06/29/18	07/06/18	Captions	Stopping during calls	No Issue Found
00441977	06/29/18	07/02/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00440556	06/29/18	06/29/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00411373	06/29/18	06/29/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00465881	06/29/18	06/29/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00498599	06/29/18	07/02/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00497016	06/29/18	07/06/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00530915	06/29/18	06/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00517182	06/29/18	06/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00532167	06/29/18	07/05/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00537338	06/29/18	06/29/18	Caption Phone	Answering machine won't play messages	Training Provided
00527097	06/29/18	06/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00512946	06/29/18	06/29/18	Caption Phone	Other party cannot hear me	No Issue with Phone or Service Found
00542569	06/29/18	07/02/18	Captions	Captions not accurate	Caption Issue escalated
00520102	06/29/18	07/06/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up

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00432845	06/29/18	07/06/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00518814	06/29/18	07/03/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00412162	06/30/18	06/30/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00527733	06/30/18	06/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00539461	06/30/18	07/06/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00517931	06/30/18	06/30/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00448419	06/30/18	06/30/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00489835	06/30/18	06/30/18	Caption Phone	Losing internet connection	Phone rebooted
00527969	06/30/18	06/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00418778	06/30/18	06/30/18	Caption Phone	Caller ID not working	Training Provided
00528517	06/30/18	06/30/18	Caption Phone	Can't make and/or receive calls	Part/Other
00423682	06/30/18	06/30/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00417690	06/30/18	07/10/18	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00469061	07/01/18	07/01/18	Captions	Captions Not working/starting	Phone rebooted
00479839	07/01/18	07/01/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00425731	07/01/18	07/06/18	Captions	Captions not accurate	Phone Being RMA'd
00452381	07/01/18	07/01/18	Caption Phone	Answering machine won't play messages	Training provided
00453193	07/01/18	07/01/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00431439	07/01/18	07/15/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00516947	07/01/18	07/01/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00443751	07/01/18	07/18/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00427140	07/02/18	07/02/18	Caption Phone	Can't make and/or receive calls	Training provided
00475635	07/02/18	07/03/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00455551	07/02/18	07/23/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00542131	07/02/18	07/02/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00499117	07/02/18	07/02/18	Captions	Captions Not working/starting	Phone rebooted
00544223	07/02/18	07/02/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00442360	07/02/18	07/02/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00538507	07/02/18	07/06/18	Captions	Captions Not working/starting	Phone rebooted
00537600	07/02/18	07/02/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00538508	07/02/18	07/02/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00483524	07/02/18	07/02/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00466769	07/02/18	07/30/18	Captions	Captions Not working/starting	Unable to contact
00430026	07/02/18	07/02/18	Captions	Captions Not working/starting	Phone setting adjusted
00471398	07/02/18	07/15/18	Caption Phone	Other party cannot hear me	Replace cable, handset, accessory
00514062	07/02/18	07/02/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00494787	07/02/18	07/02/18	Caption Phone	Losing internet connection	No Trouble Found
00429555	07/02/18	07/10/18	Captions	Captions Not working/starting	Wifi lookup
00498367	07/02/18	07/20/18	Captions	Captions Not working/starting	Unable to contact
00510133	07/02/18	07/02/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00436066	07/02/18	07/02/18	Caption Phone	Losing internet connection	Phone rebooted
00526664	07/02/18	07/06/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00476350	07/02/18	07/26/18	Captions	Captions Not working/starting	Training provided
00441607	07/02/18	07/16/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00458968	07/02/18	07/14/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00416820	07/02/18	07/10/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00509945	07/02/18	08/08/18	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow up
00485231	07/02/18	07/06/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00443300	07/02/18	07/23/18	Captions	Captions Not working/starting	Unable to contact
00421220	07/02/18	07/03/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00528624	07/02/18	07/02/18	Caption Phone	Screen unresponsive	Device moved
00514948	07/02/18	07/02/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00506380	07/02/18	07/29/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00437986	07/02/18	07/02/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00459245	07/02/18	07/02/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00434876	07/02/18	07/02/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00530394	07/02/18	07/02/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00423401	07/02/18	07/02/18	Captions	Captions Not working/starting	Router/modem rebooted
00441978	07/02/18	07/06/18	Caption Phone	Answering machine isn't taking messages	Phone Being RMA'd
00530469	07/03/18	07/23/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00474255	07/03/18	07/26/18	Captions	Captions Not working/starting	Unable to contact
00544528	07/03/18	07/18/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00417877	07/03/18	07/08/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00439577	07/03/18	07/03/18	Caption Phone	Answering machine won't play messages	Training Provided
00428333	07/03/18	07/06/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00440783	07/03/18	07/03/18	Caption Phone	Answering machine won't play messages	Training Provided
00551989	07/03/18	08/10/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00441695	07/03/18	07/23/18	Caption Phone	Answering machine isn't taking messages	Device replaced
00469196	07/03/18	07/06/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00474236	07/03/18	07/03/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00452428	07/03/18	07/03/18	Captions	Captions Not working/starting	Phone rebooted
00521504	07/03/18	07/03/18	Captions	Captions Not working/starting	Training Provided
00451274	07/03/18	07/03/18	Caption Phone	Losing internet connection	Phone rebooted
00468418	07/03/18	07/03/18	Caption Phone	Can't make and/or receive calls	Software updates
00532681	07/03/18	07/03/18	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00501603	07/03/18	07/03/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted

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00423402	07/03/18	07/03/18	Captions	Captions Not working/starting	Phone rebooted
00462348	07/03/18	07/03/18	Caption Phone	Answering machine won't play messages	Training provided
00503358	07/03/18	07/03/18	Caption Phone	Answering machine won't play messages	Training provided
00500189	07/03/18	07/16/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00552557	07/03/18	07/03/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00453194	07/03/18	07/05/18	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00505786	07/03/18	07/03/18	Caption Phone	Screen won't turn off/turn on	Training provided
00417247	07/03/18	07/10/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00508093	07/03/18	07/03/18	Caption Phone	Answering machine won't play messages	Training Provided
00451779	07/03/18	07/05/18	Captions	Captions Not working/starting	Outage resolved
00468419	07/03/18	07/03/18	Caption Phone	Answering machine won't play messages	Training Provided
00526514	07/03/18	07/03/18	Caption Phone	Losing internet connection	Wifi extender installed
00462505	07/03/18	07/10/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00548214	07/03/18	07/31/18	Caption Phone	Screen unresponsive	Device replaced
00444015	07/03/18	07/06/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00506330	07/03/18	07/03/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00530676	07/03/18	07/12/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00418016	07/05/18	07/05/18	Caption Phone	Can't make and/or receive calls	Training Provided
00485267	07/05/18	07/05/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00500755	07/05/18	07/10/18	Caption Phone	Answering machine isn't taking messages	Device replaced
00414989	07/05/18	07/05/18	Captions	Captions Not working/starting	Training Provided
00487862	07/05/18	07/13/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00413184	07/05/18	07/06/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00469303	07/05/18	07/07/18	Captions	Captions Not working/starting	Outage resolved
00549289	07/05/18	07/05/18	Caption Phone	Phone turns on and off by itself	Phone rebooted
00485418	07/05/18	07/19/18	Caption Phone	Screen unresponsive	Device replaced
00437995	07/05/18	07/05/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00504277	07/05/18	07/05/18	Caption Phone	Other party cannot hear me	No Issue Found
00507972	07/05/18	07/05/18	Caption Phone	Can't make and/or receive calls	Training Provided
00405059	07/05/18	07/05/18	Caption Phone	Screen unresponsive	No Issue Found
00489263	07/05/18	07/05/18	Captions	Captions Not working/starting	Phone rebooted
00505482	07/05/18	07/05/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00425516	07/05/18	07/05/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00527662	07/05/18	07/05/18	Captions	Captions Not working/starting	Wifi lookup
00439790	07/05/18	07/05/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00419695	07/05/18	07/05/18	Caption Phone	Can't make and/or receive calls	Training Provided
00429736	07/05/18	07/05/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00405963	07/05/18	07/16/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00467734	07/05/18	07/05/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00432569	07/05/18	07/10/18	Caption Phone	Other party cannot hear me	Router/modem rebooted
00526762	07/05/18	07/17/18	Caption Phone	Phone turns on and off by itself	Customer Refused Additional Support
00428324	07/05/18	07/05/18	Caption Phone	Answering machine won't play messages	Training provided
00417230	07/05/18	07/12/18	Captions	Captions Not working/starting	Unable to contact
00468421	07/05/18	07/05/18	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00475936	07/05/18	07/05/18	Captions	Captions Not working/starting	Service status communicated
00439880	07/05/18	07/05/18	Caption Phone	Answering machine isn't taking messages	Memory resource issue resolved
00445550	07/05/18	07/23/18	Captions	Captions Not working/starting	Unable to contact
00461158	07/05/18	07/05/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00411058	07/05/18	07/05/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00493278	07/05/18	07/05/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00409549	07/05/18	07/10/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00521025	07/05/18	07/09/18	Captions	Captions Not working/starting	Phone power reconnected
00469943	07/05/18	07/07/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00483369	07/05/18	07/13/18	Captions	Captions not accurate	Service status communicated
00494896	07/05/18	07/27/18	Caption Phone	Phone turns on and off by itself	No Issue Found
00426200	07/05/18	07/12/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00499450	07/05/18	07/16/18	Captions	Captions Not working/starting	Unable to contact
00522957	07/05/18	07/24/18	Captions	Captions Not working/starting	CC employee to retrieve device
00458767	07/05/18	07/06/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00513039	07/05/18	07/05/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00425519	07/05/18	07/11/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00415409	07/06/18	07/06/18	Caption Phone	Answering machine won't play messages	Training provided
00424288	07/06/18	07/11/18	Captions	Captions Not working/starting	Phone rebooted
00466090	07/06/18	07/09/18	Captions	Captions Not working/starting	Wifi lookup
00410192	07/06/18	07/06/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00420316	07/06/18	07/06/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00508014	07/06/18	07/06/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00528297	07/06/18	07/06/18	Caption Phone	Can't make and/or receive calls	Training Provided
00436716	07/06/18	07/12/18	Caption Phone	Losing internet connection	Part/Other
00506909	07/06/18	07/06/18	Caption Phone	Screen won't turn off/turn on	Phone setting adjusted
00436710	07/06/18	07/06/18	Captions	Captions Not working/starting	Wifi lookup
00420924	07/06/18	07/06/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00459741	07/06/18	07/06/18	Captions	Captions Not working/starting	Phone rebooted
00504180	07/06/18	07/06/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00492029	07/06/18	07/17/18	Captions	Captions Not working/starting	Phone rebooted
00467281	07/06/18	07/06/18	Captions	Captions Not working/starting	Phone rebooted

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00478991	07/06/18	07/06/18	Captions	Captions Not working/starting	Phone rebooted
00485769	07/06/18	07/06/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00487448	07/06/18	07/06/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00414656	07/06/18	07/06/18	Caption Phone	Answering machine won't play messages	No Trouble Found
00467341	07/06/18	07/06/18	Captions	Captions Not working/starting	Phone rebooted
00442219	07/06/18	07/06/18	Caption Phone	Other party cannot hear me	Training provided
00431602	07/06/18	07/06/18	Caption Phone	Losing internet connection	Wifi lookup
00493309	07/06/18	07/06/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00450549	07/06/18	07/06/18	Captions	Captions Not working/starting	Phone rebooted
00524640	07/06/18	07/13/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00546598	07/06/18	07/17/18	Caption Phone	Screen unresponsive	Device replaced
00423339	07/06/18	08/02/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00516560	07/06/18	07/06/18	Caption Phone	Answering machine won't play messages	Training Provided
00549382	07/06/18	07/06/18	Caption Phone	Can't make and/or receive calls	Training Provided
00423615	07/06/18	07/13/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00479338	07/06/18	07/06/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00511515	07/06/18	07/12/18	Caption Phone	Losing internet connection	Router/modem rebooted
00450865	07/06/18	07/06/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00410258	07/07/18	07/13/18	Captions	Captions too far behind conversation/lagging	CC employee to retrieve device
00460391	07/07/18	07/07/18	Captions	Captions Not working/starting	Phone rebooted
00483600	07/07/18	07/07/18	Caption Phone	Can't make and/or receive calls	Training provided
00474199	07/07/18	07/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00467714	07/07/18	08/14/18	Caption Phone	Answering machine isn't taking messages	Unable to contact
00471682	07/07/18	07/07/18	Captions	Captions Not working/starting	Phone rebooted
00423129	07/07/18	07/07/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00512761	07/07/18	07/07/18	Captions	Captions Not working/starting	Phone rebooted
00444452	07/07/18	07/07/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00485783	07/07/18	07/07/18	Caption Phone	Screen unresponsive	Issue on user's end, non-reproducible
00416663	07/07/18	07/10/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00514393	07/07/18	07/10/18	Captions	Captions Not working/starting	Return Kit/PPML sent
00423215	07/07/18	07/12/18	Caption Phone	Can't make and/or receive calls	Training provided
00478961	07/07/18	07/20/18	Caption Phone	Is stuck on the boot up screen	Device replaced
00462356	07/07/18	07/11/18	Caption Phone	Losing internet connection	Phone rebooted
00530177	07/08/18	07/12/18	Captions	Captions Not working/starting	Wifi lookup
00411707	07/08/18	07/08/18	Captions	Captions Not working/starting	Router/modem rebooted
00487296	07/08/18	07/14/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00513052	07/08/18	07/08/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00484497	07/08/18	07/10/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00415860	07/08/18	07/26/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00422184	07/08/18	07/08/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00410902	07/08/18	07/08/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00527013	07/08/18	07/09/18	Caption Phone	Can't make and/or receive calls	Phone power reconnected
00500800	07/08/18	07/08/18	Captions	Captions Not working/starting	Router/modem rebooted
00477875	07/08/18	07/15/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00496339	07/08/18	07/08/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00417291	07/08/18	07/08/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00520029	07/09/18	07/09/18	Captions	Captions Not working/starting	Router/modem rebooted
00496151	07/09/18	07/09/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00456137	07/09/18	07/12/18	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00507680	07/09/18	07/09/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00426872	07/09/18	07/09/18	Caption Phone	Can't make and/or receive calls	Wifi lookup
00513630	07/09/18	07/13/18	Caption Phone	Answering machine isn't taking messages	Phone Being RMA'd
00467739	07/09/18	07/23/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00418418	07/09/18	07/09/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00461069	07/09/18	07/09/18	Caption Phone	Answering machine isn't taking messages	No Issue Found
00416923	07/09/18	07/09/18	Caption Phone	Answering machine isn't taking messages	Training provided
00508373	07/09/18	07/26/18	Captions	Captions Not working/starting	Phone rebooted
00519216	07/09/18	07/09/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00409086	07/09/18	07/09/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00454318	07/09/18	07/13/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00552778	07/09/18	07/09/18	Caption Phone	Screen unresponsive	Phone power reconnected
00439888	07/09/18	07/09/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00536628	07/09/18	07/13/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00474951	07/09/18	07/10/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00510313	07/09/18	07/18/18	Caption Phone	Can't make and/or receive calls	Training Provided
00463412	07/09/18	07/16/18	Caption Phone	Can't make and/or receive calls	Part/Other
00451078	07/09/18	07/20/18	Caption Phone	Can't make and/or receive calls	Device replaced
00416046	07/09/18	07/13/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00451866	07/09/18	07/11/18	Caption Phone	Answering machine isn't taking messages	Training provided
00447058	07/09/18	08/09/18	Caption Phone	Screen won't turn off/turn on	Phone power reconnected
00518751	07/09/18	07/13/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00476612	07/09/18	07/18/18	Captions	Captions Not working/starting	Router/modem rebooted
00454979	07/09/18	08/07/18	Caption Phone	Screen won't turn off/turn on	No Issue Found
00416700	07/09/18	07/11/18	Caption Phone	Answering machine isn't taking messages	Training provided
00532562	07/09/18	07/13/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00493033	07/09/18	07/24/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up

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00532563	07/09/18	07/16/18	Caption Phone	Screen unresponsive	Device replaced
00535640	07/09/18	07/22/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00508351	07/09/18	07/09/18	Caption Phone	Phone turns on and off by itself	Device replaced
00542931	07/09/18	07/09/18	Captions	Captions not accurate	Issue on user's end, non-reproducible
00417268	07/09/18	07/09/18	Captions	Captions Not working/starting	Phone rebooted
00406746	07/09/18	07/09/18	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00453434	07/09/18	07/09/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00508352	07/09/18	07/13/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00470951	07/09/18	07/09/18	Caption Phone	Screen unresponsive	Training Provided
00514985	07/09/18	07/09/18	Caption Phone	Answering machine isn't taking messages	No Issue Found
00427744	07/09/18	07/25/18	Caption Phone	Screen unresponsive	Device replaced
00480810	07/09/18	07/13/18	Caption Phone	Is stuck on the boot up screen	Phone Being RMA'd
00535292	07/09/18	07/09/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00551919	07/09/18	07/15/18	Caption Phone	Phone turns on and off by itself	Wifi reconnected (no reboot required)
00446201	07/09/18	07/13/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00415769	07/09/18	07/13/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00500753	07/10/18	07/13/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00440644	07/10/18	07/13/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00482147	07/10/18	07/10/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00547097	07/10/18	07/13/18	Caption Phone	Other party cannot hear me	Phone Being RMA'd
00493366	07/10/18	07/11/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00547098	07/10/18	07/10/18	Caption Phone	Other party cannot hear me	Part/Other
00477732	07/10/18	07/13/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00412854	07/10/18	07/15/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00437569	07/10/18	07/12/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00417269	07/10/18	07/11/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00490956	07/10/18	07/12/18	Captions	Captions Not working/starting	Wifi lookup
00404906	07/10/18	07/16/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00445088	07/10/18	07/16/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00523709	07/10/18	07/11/18	Caption Phone	Losing internet connection	Router/modem rebooted
00453292	07/10/18	07/10/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00545234	07/10/18	07/27/18	Caption Phone	Screen unresponsive	Device replaced
00499269	07/10/18	07/10/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00419786	07/10/18	07/10/18	Captions	Captions not accurate	Wifi reconnected (no reboot required)
00483599	07/10/18	07/10/18	Captions	Captions Not working/starting	Phone rebooted
00487482	07/10/18	07/29/18	Caption Phone	Screen unresponsive	Part/Other
00533276	07/10/18	07/29/18	Caption Phone	Screen unresponsive	Part/Other
00507730	07/10/18	07/11/18	Caption Phone	Losing internet connection	Router/modem rebooted
00458383	07/10/18	07/16/18	Caption Phone	Screen unresponsive	Device replaced
00488249	07/10/18	07/10/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00539523	07/10/18	07/17/18	Caption Phone	Answering machine isn't taking messages	Customer Refused Additional Support
00522433	07/10/18	07/10/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00449638	07/10/18	09/11/18	Captions	Captions Not working/starting	Disabled firewall
00481157	07/10/18	07/11/18	Captions	Captions Not working/starting	Training Provided
00462848	07/10/18	07/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00424355	07/10/18	07/10/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00440679	07/10/18	07/13/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00479944	07/10/18	07/10/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00515835	07/10/18	07/10/18	Captions	Captions Not working/starting	Wifi lookup
00532272	07/11/18	07/11/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00487321	07/11/18	07/15/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00491232	07/11/18	07/11/18	Caption Phone	Answering machine won't play messages	Training provided
00486641	07/11/18	07/11/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00426105	07/11/18	07/17/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00493658	07/11/18	07/11/18	Caption Phone	Can't make and/or receive calls	Training Provided
00508350	07/11/18	07/13/18	Captions	Captions Not working/starting	Wifi lookup
00518147	07/11/18	07/11/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00526595	07/11/18	07/15/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00483350	07/11/18	07/13/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00548070	07/11/18	07/20/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00461546	07/11/18	07/11/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00535465	07/11/18	07/15/18	Caption Phone	Screen unresponsive	Device moved
00549232	07/11/18	09/05/18	Caption Phone	Losing internet connection	Wifi extender installed
00445982	07/11/18	07/21/18	Caption Phone	Screen won't turn off/turn on	Phone power reconnected
00511988	07/11/18	07/22/18	Caption Phone	Screen unresponsive	Device replaced
00443389	07/11/18	07/11/18	Captions	Captions Not working/starting	Phone rebooted
00470159	07/11/18	07/12/18	Caption Phone	Losing internet connection	Phone rebooted
00429742	07/11/18	07/13/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00513075	07/11/18	07/11/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00545631	07/11/18	07/11/18	Caption Phone	Answering machine isn't taking messages	Memory resource issue resolved
00492306	07/11/18	07/12/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00532680	07/11/18	07/11/18	Caption Phone	Answering machine isn't taking messages	Device replaced
00459752	07/11/18	07/11/18	Captions	Captions Not working/starting	Phone rebooted
00546596	07/11/18	07/11/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00465694	07/11/18	07/14/18	Caption Phone	Caller ID not working	No Issue Found
00520978	07/11/18	07/11/18	Caption Phone	Answering machine won't play messages	Training Provided

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00421750	07/11/18	07/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00418091	07/11/18	07/11/18	Caption Phone	Losing internet connection	Issue on user's end, non-reproducible
00532679	07/11/18	07/13/18	Caption Phone	Answering machine won't play messages	Phone Being RMA'd
00419966	07/11/18	07/11/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00533893	07/11/18	07/11/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00420253	07/11/18	07/11/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00540536	07/11/18	08/02/18	Caption Phone	Answering machine isn't taking messages	Part/Other
00462349	07/11/18	07/11/18	Caption Phone	Can't make and/or receive calls	Training provided
00508527	07/11/18	07/11/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00490844	07/12/18	07/18/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00519858	07/12/18	07/21/18	Caption Phone	Can't make and/or receive calls	Device replaced
00499104	07/12/18	07/12/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00449197	07/12/18	07/24/18	Caption Phone	Screen unresponsive	Customer Refused Additional Support
00544835	07/12/18	07/31/18	Caption Phone	Phone turns on and off by itself	Device replaced
00461708	07/12/18	07/12/18	Caption Phone	Answering machine won't play messages	Training provided
00460863	07/12/18	07/27/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00452941	07/12/18	07/17/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00427215	07/12/18	07/12/18	Caption Phone	Answering machine isn't taking messages	Training provided
00500813	07/12/18	07/12/18	Caption Phone	Answering machine isn't taking messages	Training provided
00435804	07/12/18	07/31/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00475294	07/12/18	07/13/18	Captions	Captions Not working/starting	No Issue Found
00462849	07/12/18	07/27/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00518526	07/12/18	07/12/18	Captions	Captions Not working/starting	Phone rebooted
00508208	07/12/18	07/12/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00470564	07/12/18	07/12/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00493788	07/12/18	07/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00435585	07/12/18	09/18/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00539401	07/12/18	07/15/18	Caption Phone	Can't make and/or receive calls	Training Provided
00513837	07/12/18	07/23/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00548270	07/12/18	07/13/18	Captions	Captions Not working/starting	Wifi lookup
00453595	07/12/18	07/12/18	Captions	Captions not accurate	CC employee to retrieve device
00453596	07/12/18	07/13/18	Captions	Captions not accurate	Phone Being RMA'd
00412831	07/12/18	07/13/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00486965	07/12/18	07/27/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00489332	07/12/18	08/01/18	Caption Phone	Can't make and/or receive calls	Part/Other
00490913	07/12/18	07/12/18	Caption Phone	Losing internet connection	Wifi extender installed
00516439	07/12/18	07/12/18	Captions	Captions Not working/starting	Phone rebooted
00523727	07/12/18	07/12/18	Caption Phone	Other party cannot hear me	No Issue Found
00413017	07/12/18	07/12/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00490914	07/12/18	07/13/18	Captions	Captions Not working/starting	Phone Being RMA'd
00413347	07/12/18	07/13/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00531919	07/12/18	07/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00489651	07/12/18	07/13/18	Caption Phone	Caller ID not working	Customer Network/Environment Issue, Customer to Follow-up
00425467	07/12/18	07/12/18	Captions	Captions Not working/starting	Router/modem rebooted
00454712	07/12/18	07/18/18	Captions	Captions Not working/starting	Unable to contact
00542330	07/13/18	07/20/18	Captions	Captions Not working/starting	Unable to contact
00475513	07/13/18	07/13/18	Captions	Captions Not working/starting	Phone rebooted
00480998	07/13/18	07/25/18	Caption Phone	Answering machine isn't taking messages	Training provided
00481023	07/13/18	08/14/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00427049	07/13/18	07/13/18	Caption Phone	Answering machine won't play messages	Training provided
00412889	07/13/18	07/13/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00450071	07/13/18	07/20/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00461140	07/13/18	07/13/18	Captions	Captions Not working/starting	Phone rebooted
00450920	07/13/18	07/13/18	Captions	Captions Not working/starting	Caption Issue escalated
00486215	07/13/18	07/23/18	Captions	Captions Not working/starting	No Issue Found
00423205	07/13/18	07/13/18	Caption Phone	Screen unresponsive	Part/Other
00494949	07/13/18	07/13/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00446701	07/13/18	07/13/18	Caption Phone	Answering machine isn't taking messages	Training provided
00444030	07/13/18	07/27/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00410257	07/13/18	07/13/18	Captions	Captions too far behind conversation/lagging	Phone Being RMA'd
00455812	07/13/18	07/24/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00493161	07/13/18	08/01/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00522170	07/13/18	07/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00486592	07/13/18	07/13/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00545411	07/13/18	07/13/18	Captions	Captions Not working/starting	Router/modem rebooted
00459303	07/13/18	07/28/18	Caption Phone	Answering machine isn't taking messages	Training provided
00544357	07/13/18	07/24/18	Caption Phone	Phone turns on and off by itself	Phone Being RMA'd
00451882	07/13/18	07/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00504588	07/13/18	07/24/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00470956	07/13/18	07/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00492045	07/13/18	07/23/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00467674	07/13/18	07/13/18	Captions	Captions Not working/starting	Phone rebooted
00456399	07/13/18	07/13/18	Caption Phone	Losing internet connection	Phone rebooted
00482444	07/13/18	07/14/18	Captions	Captions Not working/starting	Phone rebooted
00467275	07/13/18	07/13/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00478989	07/13/18	07/20/18	Caption Phone	Phone turns on and off by itself	Phone Being RMA'd

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00424667	07/13/18	07/13/18	Caption Phone	Answering machine won't play messages	Training provided
00414751	07/13/18	07/13/18	Captions	Captions Not working/starting	Phone rebooted
00435217	07/13/18	07/20/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00549644	07/13/18	07/13/18	Caption Phone	Can't make and/or receive calls	Device moved
00540308	07/13/18	07/13/18	Captions	Captions Not working/starting	Phone rebooted
00422183	07/13/18	07/27/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00533157	07/13/18	07/13/18	Captions	Captions Not working/starting	Phone rebooted
00426698	07/14/18	07/14/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00525100	07/14/18	07/14/18	Captions	Captions Not working/starting	Phone rebooted
00518304	07/14/18	07/14/18	Caption Phone	Screen won't turn off/turn on	Device moved
00449199	07/14/18	07/14/18	Caption Phone	Caller ID not working	Training Provided
00523728	07/14/18	07/14/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00471065	07/14/18	07/14/18	Captions	Captions Not working/starting	Account Updated
00499550	07/14/18	07/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00518527	07/14/18	07/16/18	Captions	Captions Not working/starting	Router/modem rebooted
00412212	07/14/18	07/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00425839	07/14/18	07/14/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00484950	07/14/18	07/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00503228	07/14/18	07/27/18	Captions	Captions Not working/starting	Training provided
00500831	07/14/18	07/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00479651	07/14/18	08/09/18	Caption Phone	Is stuck on the boot up screen	Device replaced
00535986	07/14/18	07/24/18	Captions	Captions Not working/starting	Phone rebooted
00512259	07/14/18	07/14/18	Captions	Captions Not working/starting	Phone rebooted
00473213	07/14/18	07/26/18	Caption Phone	Phone turns on and off by itself	Phone power reconnected
00448178	07/14/18	08/11/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00549603	07/15/18	07/15/18	Caption Phone	Answering machine won't play messages	Training provided
00499880	07/15/18	08/03/18	Caption Phone	Screen unresponsive	Device replaced
00499072	07/15/18	07/15/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00487498	07/15/18	07/15/18	Caption Phone	Can't make and/or receive calls	Training provided
00502712	07/15/18	07/15/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00440824	07/15/18	07/15/18	Captions	Captions Not working/starting	Phone rebooted
00509019	07/15/18	07/15/18	Captions	Captions Not working/starting	Wifi lookup
00451129	07/15/18	07/15/18	Captions	Captions Not working/starting	Phone rebooted
00425520	07/16/18	07/16/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00421835	07/16/18	07/16/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00461183	07/16/18	07/23/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00409044	07/16/18	07/16/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00416460	07/16/18	07/16/18	Caption Phone	Can't make and/or receive calls	Training provided
00470960	07/16/18	07/16/18	Captions	Captions Not working/starting	Phone rebooted
00468302	07/16/18	07/16/18	Caption Phone	Answering machine won't play messages	Training Provided
00429808	07/16/18	07/20/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00536162	07/16/18	07/16/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00507595	07/16/18	07/24/18	Caption Phone	Phone turns on and off by itself	Phone line reconnected, resolved
00529188	07/16/18	07/18/18	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00444098	07/16/18	07/16/18	Caption Phone	Answering machine won't play messages	Training Provided
00420963	07/16/18	07/16/18	Captions	Captions Not working/starting	No Issue Found
00448632	07/16/18	07/16/18	Captions	Captions Not working/starting	Phone rebooted
00453218	07/16/18	07/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00459471	07/16/18	07/17/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00498327	07/16/18	07/16/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00440439	07/16/18	07/16/18	Caption Phone	Can't make and/or receive calls	Training Provided
00528814	07/16/18	08/14/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00468612	07/16/18	07/16/18	Captions	Captions Not working/starting	Training Provided
00404907	07/16/18	07/20/18	Caption Phone	Phone turns on and off by itself	Phone Being RMA'd
00537336	07/16/18	07/16/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00547279	07/16/18	07/16/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00498733	07/16/18	07/24/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00506474	07/16/18	07/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00549290	07/16/18	07/26/18	Caption Phone	Phone turns on and off by itself	Device replaced
00453638	07/16/18	07/16/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00410133	07/16/18	07/16/18	Captions	Captions Not working/starting	Wifi lookup
00490931	07/16/18	07/23/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00464098	07/16/18	07/23/18	Captions	Captions Not working/starting	Shared network access issue, resolved
00538509	07/16/18	07/16/18	Caption Phone	Losing internet connection	Router/modem rebooted
00513367	07/16/18	07/16/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00449244	07/16/18	07/16/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00549497	07/16/18	07/18/18	Caption Phone	Answering machine isn't taking messages	Training provided
00429471	07/16/18	08/16/18	Caption Phone	Screen unresponsive	Device replaced
00488477	07/16/18	07/20/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00513436	07/17/18	08/06/18	Caption Phone	Phone turns on and off by itself	Device replaced
00534463	07/17/18	07/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00502653	07/17/18	08/06/18	Caption Phone	Can't make and/or receive calls	Device replaced
00503415	07/17/18	07/17/18	Captions	Captions Not working/starting	Router/modem rebooted
00453488	07/17/18	07/19/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00530414	07/17/18	10/18/18	Captions	Captions Not working/starting	Account Updated
00531192	07/17/18	07/17/18	Caption Phone	Screen unresponsive	Phone rebooted

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00495579	07/17/18	08/23/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00538301	07/17/18	07/17/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00417350	07/17/18	07/17/18	Captions	Stopping during calls	Training Provided
00512960	07/17/18	07/17/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00471972	07/17/18	07/19/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00550857	07/17/18	07/17/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00410630	07/17/18	07/17/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00498011	07/17/18	07/17/18	Captions	Answering machine won't play messages	Wifi reconnected (no reboot required)
00514564	07/17/18	07/17/18	Captions	Captions Not working/starting	Phone rebooted
00454649	07/17/18	07/20/18	Captions	Captions Not working/starting	Wifi lookup
00519718	07/17/18	07/17/18	Captions	Captions Not working/starting	Phone rebooted
00461434	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00503822	07/17/18	07/17/18	Captions	Captions Not working/starting	Environmental issue resolved
00430260	07/17/18	07/18/18	Captions	Captions Not working/starting	Outage resolved
00475555	07/17/18	07/17/18	Captions	Captions Not working/starting	No Trouble Found
00413348	07/17/18	07/18/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00411446	07/17/18	07/18/18	Captions	Captions Not working/starting	Outage resolved
00445175	07/17/18	08/01/18	Captions	Captions Not working/starting	Outage resolved
00405060	07/17/18	07/18/18	Captions	Captions Not working/starting	Outage resolved
00522950	07/17/18	07/20/18	Captions	Captions Not working/starting	Outage resolved
00474112	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00484026	07/17/18	07/17/18	Captions	Captions Not working/starting	Phone rebooted
00500480	07/17/18	07/17/18	Captions	Captions Not working/starting	Part/Other
00508260	07/17/18	07/18/18	Captions	Captions Not working/starting	Outage resolved
00517208	07/17/18	07/18/18	Captions	Captions Not working/starting	No Trouble Found
00435294	07/17/18	07/17/18	Caption Phone	Answering machine isn't taking messages	No Issue Found
00424873	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00503903	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00475589	07/17/18	07/19/18	Caption Phone	Answering machine won't play messages	Outage resolved
00468691	07/17/18	07/18/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00469410	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00430798	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00435886	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00410903	07/17/18	08/05/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00523372	07/17/18	07/20/18	Captions	Captions Not working/starting	Outage resolved
00410986	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00413018	07/17/18	07/20/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00409492	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00471805	07/17/18	07/20/18	Captions	Captions Not working/starting	Outage resolved
00533792	07/17/18	07/20/18	Captions	Captions Not working/starting	Outage resolved
00476831	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00477154	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00493727	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00547720	07/17/18	07/17/18	Captions	Captions Not working/starting	Phone rebooted
00474006	07/17/18	07/18/18	Captions	Captions Not working/starting	Outage resolved
00541148	07/17/18	07/18/18	Captions	Captions Not working/starting	Outage resolved
00494253	07/17/18	07/23/18	Captions	Captions Not working/starting	Unable to contact
00538330	07/17/18	07/19/18	Captions	Captions Not working/starting	Phone rebooted
00430781	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00460392	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00483688	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00528625	07/17/18	07/17/18	Captions	Captions Not working/starting	Phone rebooted
00420254	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00503732	07/17/18	07/19/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00499433	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00501428	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00442078	07/17/18	07/18/18	Captions	Captions Not working/starting	Outage resolved
00413349	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00490823	07/17/18	07/31/18	Captions	Captions Not working/starting	Phone rebooted
00500594	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00517087	07/17/18	07/18/18	Captions	Captions Not working/starting	Service status communicated
00548680	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00443752	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00447702	07/17/18	07/18/18	Captions	Captions Not working/starting	Outage resolved
00530045	07/17/18	07/18/18	Captions	Captions Not working/starting	Outage resolved
00416664	07/17/18	07/17/18	Caption Phone	Answering machine won't play messages	No Issue Found
00427628	07/17/18	07/18/18	Captions	Captions Not working/starting	Outage resolved
00458409	07/17/18	07/18/18	Captions	Captions Not working/starting	Outage resolved
00452605	07/17/18	07/18/18	Captions	Captions Not working/starting	Outage resolved
00471862	07/17/18	07/19/18	Captions	Captions Not working/starting	Outage resolved
00544187	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00541401	07/17/18	07/19/18	Captions	Captions Not working/starting	Service status communicated
00473266	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00460233	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00406187	07/17/18	07/17/18	Captions	Captions Not working/starting	Training Provided
00418032	07/17/18	07/17/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found

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00412704	07/17/18	07/17/18	Captions	Captions Not working/starting	Outage resolved
00506830	07/17/18	07/17/18	Caption Phone	Screen unresponsive	Phone rebooted
00511278	07/17/18	07/17/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00483553	07/17/18	07/17/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00496646	07/17/18	09/05/18	Captions	Captions Not working/starting	Wifi extender installed
00530395	07/17/18	07/17/18	Caption Phone	Losing internet connection	Wifi lookup
00534055	07/17/18	07/18/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00410358	07/17/18	07/28/18	Caption Phone	Losing internet connection	Part/Other
00468787	07/17/18	07/17/18	Caption Phone	Losing internet connection	Wifi lookup
00500562	07/17/18	07/17/18	Captions	Captions Not working/starting	Router/modem rebooted
00429854	07/17/18	07/24/18	Caption Phone	Other party cannot hear me	Customer Refused Additional Support
00451797	07/17/18	08/02/18	Captions	Captions Not working/starting	Phone rebooted
00503773	07/17/18	07/24/18	Captions	Captions Not working/starting	Wifi lookup
00440837	07/17/18	07/17/18	Caption Phone	Other party cannot hear me	Device replaced
00440838	07/17/18	07/20/18	Caption Phone	Other party cannot hear me	Phone Being RMA'd
00432063	07/17/18	07/17/18	Captions	Captions Not working/starting	Phone rebooted
00539661	07/17/18	07/17/18	Caption Phone	Answering machine won't play messages	No Trouble Found
00486854	07/17/18	07/17/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00481362	07/17/18	07/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00545845	07/18/18	07/28/18	Captions	Captions Not working/starting	Wifi lookup
00456787	07/18/18	07/24/18	Caption Phone	Losing internet connection	Customer Refused Additional Support
00494210	07/18/18	07/21/18	Captions	Captions Not working/starting	Router/modem rebooted
00538846	07/18/18	07/18/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00482941	07/18/18	07/18/18	Captions	Captions Not working/starting	No Issue Found
00428107	07/18/18	07/18/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00464443	07/18/18	07/24/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00537328	07/18/18	07/18/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00516772	07/18/18	07/18/18	Caption Phone	Screen won't turn off/turn on	Phone setting adjusted
00486397	07/18/18	07/18/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00468855	07/18/18	07/18/18	Caption Phone	Other party cannot hear me	Device replaced
00453293	07/18/18	07/18/18	Captions	Captions Not working/starting	Phone rebooted
00511598	07/18/18	08/01/18	Captions	Captions Not working/starting	Phone rebooted
00468856	07/18/18	07/20/18	Caption Phone	Other party cannot hear me	Phone Being RMA'd
00414990	07/18/18	07/18/18	Caption Phone	Losing internet connection	Router/modem rebooted
00463905	07/18/18	07/21/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00486321	07/18/18	07/31/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00493347	07/18/18	08/15/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00540803	07/18/18	07/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00440790	07/18/18	07/18/18	Captions	Captions Not working/starting	Router/modem rebooted
00451138	07/18/18	07/18/18	Captions	Captions Not working/starting	Part/Other
00543789	07/18/18	07/18/18	Caption Phone	Losing internet connection	Phone rebooted
00474839	07/18/18	07/18/18	Caption Phone	Answering machine isn't taking messages	Training provided
00446606	07/18/18	07/18/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00485087	07/18/18	07/18/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00500234	07/18/18	08/01/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00516432	07/18/18	07/18/18	Caption Phone	Screen unresponsive	Phone rebooted
00407991	07/18/18	08/03/18	Captions	Captions Not working/starting	Unable to contact
00456932	07/18/18	07/23/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00427451	07/18/18	07/18/18	Captions	Captions Not working/starting	Outage resolved
00517145	07/18/18	07/26/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00521812	07/18/18	08/07/18	Captions	Captions Not working/starting	Service status communicated
00422098	07/18/18	07/19/18	Captions	Captions Not working/starting	Outage resolved
00409313	07/18/18	07/18/18	Captions	Captions Not working/starting	Outage resolved
00417608	07/18/18	07/19/18	Captions	Captions Not working/starting	Outage resolved
00417301	07/18/18	07/18/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00524999	07/18/18	07/18/18	Caption Phone	Screen unresponsive	Device moved
00475619	07/18/18	07/18/18	Caption Phone	Answering machine isn't taking messages	Training provided
00473844	07/18/18	07/18/18	Caption Phone	Answering machine won't play messages	Training Provided
00550778	07/18/18	07/20/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00474113	07/19/18	07/19/18	Caption Phone	Answering machine won't play messages	Training provided
00527719	07/19/18	07/19/18	Captions	Captions Not working/starting	Phone rebooted
00506987	07/19/18	07/23/18	Captions	Captions Not working/starting	Training Provided
00514092	07/19/18	07/19/18	Caption Phone	Losing internet connection	Wifi lookup
00465125	07/19/18	08/01/18	Caption Phone	Screen unresponsive	Device replaced
00425492	07/19/18	08/13/18	Caption Phone	Can't make and/or receive calls	Device moved
00486344	07/19/18	07/25/18	Caption Phone	Screen won't turn off/turn on	Phone power reconnected
00417793	07/19/18	07/19/18	Caption Phone	Screen unresponsive	Phone rebooted
00535902	07/19/18	08/08/18	Caption Phone	Screen unresponsive	Device replaced
00474360	07/19/18	09/13/18	Caption Phone	Can't make and/or receive calls	Software updates
00415337	07/19/18	07/19/18	Captions	Captions Not working/starting	Software updates
00495985	07/19/18	07/19/18	Captions	Captions Not working/starting	Software updates
00440991	07/19/18	08/17/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00524416	07/19/18	07/26/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00508068	07/19/18	07/19/18	Caption Phone	Answering machine won't play messages	Training provided
00546690	07/19/18	07/19/18	Captions	Captions Not working/starting	Phone rebooted
00434012	07/19/18	08/02/18	Caption Phone	Screen unresponsive	Unable to contact

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00466967	07/19/18	07/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00453239	07/19/18	07/20/18	Caption Phone	Answering machine won't play messages	Training provided
00448650	07/19/18	07/31/18	Caption Phone	Is stuck on the boot up screen	Unable to contact
00510763	07/19/18	07/19/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00476309	07/19/18	07/20/18	Captions	Captions Not working/starting	Outage resolved
00527502	07/19/18	07/23/18	Captions	Captions Not working/starting	Phone rebooted
00456281	07/19/18	07/19/18	Captions	Captions Not working/starting	Training Provided
00494109	07/19/18	07/19/18	Caption Phone	Screen unresponsive	Phone rebooted
00461940	07/19/18	07/19/18	Caption Phone	Losing internet connection	Phone rebooted
00487305	07/19/18	07/27/18	Captions	Captions Not working/starting	Wifi lookup
00434181	07/19/18	07/19/18	Caption Phone	Losing internet connection	Shared network access issue, resolved
00458435	07/19/18	07/20/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00417865	07/19/18	07/26/18	Captions	Captions Not working/starting	Phone rebooted
00425463	07/19/18	07/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00405704	07/20/18	07/20/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00423956	07/20/18	07/20/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00436952	07/20/18	08/15/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00411026	07/20/18	07/24/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00407761	07/20/18	07/20/18	Captions	Captions Not working/starting	Outage resolved
00547049	07/20/18	07/20/18	Captions	Captions Not working/starting	Phone rebooted
00448261	07/20/18	07/20/18	Captions	Captions Not working/starting	Phone setting adjusted
00500184	07/20/18	07/20/18	Caption Phone	Answering machine won't play messages	Training provided
00463001	07/20/18	07/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00458436	07/20/18	07/20/18	Caption Phone	Phone turns on and off by itself	Device replaced
00458437	07/20/18	07/20/18	Caption Phone	Phone turns on and off by itself	Phone Being RMA'd
00468410	07/20/18	07/20/18	Captions	Captions Not working/starting	Wifi lookup
00462330	07/20/18	07/20/18	Captions	Captions Not working/starting	Phone rebooted
00500719	07/20/18	07/20/18	Captions	Captions Not working/starting	Phone rebooted
00497898	07/20/18	07/20/18	Captions	Captions Not working/starting	Phone rebooted
00509857	07/20/18	07/20/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00469837	07/20/18	07/20/18	Caption Phone	Can't make and/or receive calls	Training Provided
00484835	07/20/18	07/20/18	Captions	Captions Not working/starting	Phone rebooted
00416047	07/20/18	07/20/18	Captions	Captions Not working/starting	Training Provided
00489068	07/20/18	07/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00461986	07/20/18	08/02/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00471616	07/20/18	07/20/18	Captions	Captions Not working/starting	Installed/Replaced Router
00412382	07/20/18	07/20/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00495511	07/20/18	07/20/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00493955	07/20/18	08/03/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00434578	07/20/18	07/23/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00438654	07/20/18	07/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00502015	07/20/18	07/20/18	Captions	Captions Not working/starting	Router/modem rebooted
00431365	07/20/18	08/21/18	Caption Phone	Is stuck on the boot up screen	Device replaced
00465625	07/20/18	08/21/18	Caption Phone	Other party cannot hear me	Unable to contact
00445089	07/20/18	07/25/18	Captions	Captions Not working/starting	Wifi lookup
00417323	07/20/18	07/20/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00455159	07/20/18	07/20/18	Captions	Captions Not working/starting	Phone rebooted
00410121	07/20/18	07/20/18	Captions	Captions Not working/starting	Outage resolved
00409314	07/20/18	07/26/18	Captions	Captions Not working/starting	Outage resolved
00464020	07/20/18	07/20/18	Caption Phone	Screen unresponsive	Outage resolved
00525037	07/20/18	07/23/18	Captions	Captions Not working/starting	Outage resolved
00437412	07/20/18	07/20/18	Captions	Captions Not working/starting	Outage resolved
00549583	07/20/18	08/14/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00524980	07/20/18	07/21/18	Captions	Captions Not working/starting	Outage resolved
00429905	07/20/18	07/20/18	Captions	Captions Not working/starting	Outage resolved
00510397	07/20/18	07/23/18	Captions	Captions Not working/starting	Outage resolved
00454219	07/20/18	07/27/18	Captions	Captions Not working/starting	Outage resolved
00437561	07/20/18	07/20/18	Captions	Captions Not working/starting	Outage resolved
00510900	07/20/18	07/25/18	Captions	Captions Not working/starting	Outage resolved
00450550	07/20/18	07/25/18	Captions	Stopping during calls	ISP/Telco service issue, customer to follow up
00510705	07/20/18	07/20/18	Caption Phone	Screen won't turn off/turn on	Phone setting adjusted
00490514	07/20/18	07/24/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00535655	07/20/18	08/01/18	Caption Phone	Losing internet connection	Part/Other
00474770	07/20/18	07/24/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00478142	07/20/18	07/27/18	Caption Phone	Caller ID not working	Router/modem rebooted
00454495	07/21/18	07/21/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00432634	07/21/18	07/21/18	Caption Phone	Can't make and/or receive calls	Training Provided
00441697	07/21/18	07/27/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00406051	07/21/18	07/25/18	Caption Phone	Phone turns on and off by itself	Phone rebooted
00487501	07/21/18	07/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00476341	07/21/18	07/21/18	Captions	Captions Not working/starting	Wifi lookup
00448702	07/21/18	08/14/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00414429	07/21/18	07/21/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00505235	07/21/18	07/21/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00518264	07/21/18	07/21/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00486921	07/21/18	07/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted

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00529081	07/21/18	07/21/18	Captions	Captions Not working/starting	Phone rebooted
00440921	07/21/18	07/24/18	Captions	Captions Not working/starting	Router/modem rebooted
00500421	07/21/18	07/23/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00518317	07/22/18	07/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00509696	07/22/18	07/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00420031	07/22/18	08/01/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00408543	07/22/18	07/22/18	Captions	Captions Not working/starting	Training provided
00443804	07/22/18	07/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00463187	07/23/18	07/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00457977	07/23/18	07/27/18	Captions	Captions Not working/starting	Outage resolved
00419542	07/23/18	07/23/18	Captions	Captions Not working/starting	Phone rebooted
00490015	07/23/18	07/30/18	Caption Phone	Can't make and/or receive calls	Training provided
00442451	07/23/18	08/06/18	Caption Phone	Can't make and/or receive calls	Training provided
00464121	07/23/18	07/23/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00460314	07/23/18	08/05/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00474114	07/23/18	07/23/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00477793	07/23/18	07/28/18	Caption Phone	Can't make and/or receive calls	Device replaced
00494263	07/23/18	07/23/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00435209	07/23/18	07/30/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00423392	07/23/18	07/23/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00427453	07/23/18	07/23/18	Captions	Captions Not working/starting	No Issue Found
00519275	07/23/18	08/09/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00478187	07/23/18	07/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00540667	07/23/18	07/23/18	Caption Phone	Screen unresponsive	Training Provided
00433035	07/23/18	07/24/18	Caption Phone	Losing internet connection	Customer Refused Additional Support
00514612	07/23/18	07/23/18	Caption Phone	Answering machine won't play messages	Training Provided
00432216	07/23/18	07/23/18	Captions	Captions Not working/starting	Training Provided
00470193	07/23/18	08/04/18	Captions	Captions Not working/starting	Outage resolved
00486922	07/23/18	07/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00540825	07/23/18	08/07/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00501841	07/23/18	07/23/18	Captions	Captions Not working/starting	Training Provided
00454564	07/23/18	07/26/18	Caption Phone	Losing internet connection	Router/modem rebooted
00425916	07/23/18	08/06/18	Captions	Captions Not working/starting	Unable to contact
00459131	07/23/18	09/13/18	Captions	Captions Not working/starting	Disabled firewall
00523050	07/23/18	07/23/18	Caption Phone	Answering machine isn't taking messages	Training provided
00429056	07/23/18	07/23/18	Captions	Captions Not working/starting	Phone rebooted
00477059	07/23/18	07/23/18	Captions	Captions Not working/starting	Phone rebooted
00537541	07/23/18	07/23/18	Caption Phone	Can't make and/or receive calls	Training provided
00530396	07/23/18	07/23/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00486603	07/23/18	08/02/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00468870	07/23/18	08/06/18	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00498283	07/23/18	07/27/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00503519	07/23/18	08/09/18	Captions	Captions Not working/starting	Part/Other
00523555	07/23/18	07/23/18	Caption Phone	Answering machine isn't taking messages	Customer Refused Additional Support
00464289	07/23/18	09/03/18	Caption Phone	Losing internet connection	Environmental issue resolved
00514659	07/23/18	07/27/18	Captions	Captions Not working/starting	Wifi lookup
00472231	07/23/18	08/13/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00501938	07/23/18	07/24/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00406849	07/23/18	07/23/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00493728	07/23/18	07/23/18	Captions	Captions Not working/starting	Account Updated
00530341	07/23/18	07/24/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00420900	07/23/18	07/23/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00417794	07/23/18	07/25/18	Captions	Captions Not working/starting	Router/modem rebooted
00522951	07/23/18	07/31/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00423915	07/24/18	07/24/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00452677	07/24/18	07/24/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00480042	07/24/18	07/24/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00464027	07/24/18	08/10/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00514851	07/24/18	07/25/18	Caption Phone	Answering machine isn't taking messages	Customer Network/Environment Issue, Customer to Follow-up
00500319	07/24/18	07/25/18	Captions	Captions Not working/starting	Router/modem rebooted
00481827	07/24/18	07/24/18	Captions	Captions not accurate	Issue on user's end, non-reproducible
00531777	07/24/18	07/24/18	Caption Phone	Screen unresponsive	Phone power reconnected
00431202	07/24/18	08/03/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00417966	07/24/18	08/01/18	Caption Phone	Can't make and/or receive calls	Device replaced
00405063	07/24/18	07/24/18	Captions	Captions Not working/starting	Training Provided
00535751	07/24/18	07/24/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00538896	07/24/18	07/25/18	Caption Phone	Losing internet connection	Part/Other
00434686	07/24/18	08/09/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00442139	07/24/18	09/03/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00443638	07/24/18	07/24/18	Caption Phone	Can't make and/or receive calls	Training Provided
00530859	07/24/18	07/24/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00538166	07/24/18	07/24/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00463124	07/24/18	07/24/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00532682	07/24/18	08/01/18	Caption Phone	Answering machine isn't taking messages	Device replaced
00471689	07/24/18	08/02/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00512929	07/24/18	07/24/18	Caption Phone	Screen unresponsive	Phone rebooted

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00522379	07/24/18	08/03/18	Caption Phone	Can't make and/or receive calls	Part/Other
00511891	07/24/18	07/24/18	Captions	Captions not accurate	Issue on user's end, non-reproducible
00513414	07/24/18	07/28/18	Captions	Captions Not working/starting	Installed/Replaced Router
00508026	07/24/18	07/24/18	Captions	Captions Not working/starting	Phone rebooted
00466092	07/24/18	07/24/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00448587	07/24/18	07/24/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00413158	07/24/18	07/24/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00458396	07/24/18	08/16/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00515608	07/24/18	07/24/18	Caption Phone	Answering machine isn't taking messages	Customer Refused Additional Support
00427861	07/24/18	07/24/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00499926	07/24/18	08/23/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00450371	07/24/18	07/24/18	Captions	Captions not accurate	No Issue Found
00453170	07/24/18	08/13/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00531349	07/24/18	07/24/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00479858	07/24/18	08/06/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00547387	07/25/18	08/07/18	Captions	Captions Not working/starting	Router/modem rebooted
00537360	07/25/18	07/25/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00533495	07/25/18	07/27/18	Captions	Captions Not working/starting	Phone rebooted
00504489	07/25/18	07/25/18	Caption Phone	Screen unresponsive	Part/Other
00410585	07/25/18	09/05/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00410253	07/25/18	08/07/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00508261	07/25/18	07/25/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00541956	07/25/18	09/13/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00419548	07/25/18	07/28/18	Captions	Captions Not working/starting	Phone rebooted
00488426	07/25/18	07/25/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00485339	07/25/18	07/25/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00416524	07/25/18	08/09/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00404513	07/25/18	07/25/18	Captions	Captions Not working/starting	Router/modem rebooted
00519367	07/25/18	09/03/18	Caption Phone	Losing internet connection	Customer Refused Additional Support
00409708	07/25/18	07/28/18	Caption Phone	Screen unresponsive	Device replaced
00489933	07/25/18	07/25/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00521044	07/25/18	07/25/18	Captions	Captions Not working/starting	Phone rebooted
00453657	07/25/18	07/27/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00545235	07/25/18	07/27/18	Captions	Captions Not working/starting	Phone Being RMA'd
00526090	07/25/18	08/06/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00504383	07/25/18	08/16/18	Captions	Captions Not working/starting	Training provided
00530949	07/25/18	07/25/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00438188	07/25/18	08/06/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00493027	07/25/18	07/27/18	Captions	Captions Not working/starting	Phone line reconnected, resolved
00535366	07/25/18	08/07/18	Captions	Captions Not working/starting	Router/modem rebooted
00549296	07/25/18	08/08/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00510175	07/25/18	07/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00466132	07/25/18	07/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00428740	07/25/18	08/08/18	Caption Phone	Screen unresponsive	Device replaced
00449131	07/25/18	07/25/18	Captions	Captions Not working/starting	Phone rebooted
00510398	07/25/18	08/07/18	Captions	Captions Not working/starting	Outage resolved
00442389	07/25/18	07/25/18	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00430971	07/25/18	07/25/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00520330	07/25/18	08/23/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00534074	07/25/18	08/23/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00537560	07/26/18	07/26/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00454270	07/26/18	07/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00490786	07/26/18	07/26/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00547533	07/26/18	08/07/18	Captions	Stopping during calls	Phone rebooted
00502448	07/26/18	08/08/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00405832	07/26/18	08/05/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00518292	07/26/18	07/30/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00468299	07/26/18	07/27/18	Captions	Captions Not working/starting	Phone power reconnected
00495838	07/26/18	07/30/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00463293	07/26/18	07/27/18	Captions	Captions Not working/starting	No Issue Found
00451649	07/26/18	07/26/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00492598	07/26/18	07/26/18	Captions	Captions Not working/starting	Phone rebooted
00522137	07/26/18	07/26/18	Captions	Captions Not working/starting	Router/modem rebooted
00479017	07/26/18	07/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00510426	07/26/18	07/26/18	Captions	Captions Not working/starting	No Issue Found
00543941	07/26/18	07/26/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00444594	07/26/18	08/16/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00512934	07/26/18	07/26/18	Caption Phone	Losing internet connection	Wifi extender installed
00549404	07/26/18	07/26/18	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00441466	07/26/18	08/07/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00432755	07/26/18	08/08/18	Captions	Captions Not working/starting	Phone rebooted
00531624	07/26/18	07/29/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00470652	07/26/18	07/26/18	Captions	Captions Not working/starting	Phone rebooted
00428016	07/26/18	07/26/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00512935	07/26/18	07/27/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00465630	07/26/18	07/26/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted

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00408418	07/26/18	08/31/18	Caption Phone	Losing internet connection	Wifi extender installed
00473281	07/26/18	07/26/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00427828	07/26/18	07/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00440688	07/26/18	07/27/18	Caption Phone	Is stuck on the boot up screen	Phone Being RMA'd
00539472	07/27/18	08/28/18	Caption Phone	Can't make and/or receive calls	Part/Other
00550611	07/27/18	08/01/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00410987	07/27/18	08/01/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00509639	07/27/18	07/27/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00534538	07/27/18	07/27/18	Captions	Captions Not working/starting	Phone Being RMA'd
00511909	07/27/18	08/08/18	Captions	Captions Not working/starting	Disabled firewall
00410376	07/27/18	08/07/18	Caption Phone	Screen unresponsive	Phone rebooted
00458491	07/27/18	08/09/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00548642	07/27/18	07/31/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00470422	07/27/18	07/30/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00510990	07/27/18	07/27/18	Captions	Captions Not working/starting	Wifi lookup
00515504	07/27/18	07/27/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00437868	07/27/18	08/08/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00418038	07/27/18	07/27/18	Caption Phone	Answering machine won't play messages	Training Provided
00458423	07/27/18	08/13/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00468830	07/27/18	07/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00417289	07/27/18	07/30/18	Captions	Captions Not working/starting	Phone rebooted
00466911	07/27/18	07/27/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00541130	07/27/18	08/01/18	Captions	Captions Not working/starting	Wifi lookup
00462877	07/27/18	07/27/18	Captions	Captions Not working/starting	Installed/Replaced Router
00518220	07/27/18	08/16/18	Caption Phone	Screen unresponsive	Device replaced
00434357	07/27/18	07/27/18	Captions	Captions Not working/starting	Outage resolved
00434358	07/27/18	07/27/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00404459	07/27/18	08/23/18	Captions	Captions Not working/starting	Unable to contact
00549847	07/27/18	07/27/18	Captions	Captions Not working/starting	Phone rebooted
00524417	07/27/18	08/02/18	Caption Phone	Is stuck on the boot up screen	Device replaced
00476726	07/27/18	07/29/18	Caption Phone	Answering machine won't play messages	Training Provided
00517410	07/27/18	08/01/18	Captions	Captions Not working/starting	Outage resolved
00441907	07/27/18	08/01/18	Captions	Captions Not working/starting	Outage resolved
00527329	07/27/18	07/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00488425	07/27/18	07/27/18	Captions	Captions Not working/starting	Outage resolved
00476310	07/27/18	07/27/18	Captions	Captions Not working/starting	Training Provided
00472263	07/27/18	08/03/18	Captions	Captions Not working/starting	Phone rebooted
00455376	07/28/18	08/06/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00469025	07/28/18	08/07/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00412852	07/28/18	07/28/18	Captions	Captions Not working/starting	Router/modem rebooted
00487434	07/28/18	07/28/18	Captions	Captions Not working/starting	Phone setting adjusted
00493734	07/28/18	08/07/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00523373	07/28/18	08/02/18	Caption Phone	Caller ID not working	Phone rebooted
00404338	07/28/18	08/01/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00452883	07/28/18	07/28/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00503920	07/28/18	07/28/18	Caption Phone	Losing internet connection	Router/modem cable reconnected
00470155	07/28/18	07/28/18	Caption Phone	Other party cannot hear me	Phone rebooted
00450287	07/28/18	07/28/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00422185	07/28/18	08/12/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00454212	07/28/18	08/02/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00516346	07/28/18	08/23/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00548900	07/29/18	08/05/18	Captions	Captions Not working/starting	Phone rebooted
00467741	07/29/18	08/06/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00452430	07/29/18	08/15/18	Captions	Captions Not working/starting	Phone power reconnected
00479073	07/29/18	07/30/18	Captions	Captions Not working/starting	Training Provided
00460820	07/29/18	08/01/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00430657	07/29/18	08/01/18	Captions	Captions Not working/starting	Training Provided
00511872	07/29/18	08/29/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00458786	07/29/18	08/07/18	Captions	Captions Not working/starting	Training Provided
00536910	07/29/18	07/29/18	Captions	Captions Not working/starting	Router/modem rebooted
00521057	07/29/18	07/29/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00517465	07/29/18	07/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00469379	07/29/18	07/29/18	Captions	Captions Not working/starting	Environmental issue resolved
00539586	07/30/18	07/30/18	Caption Phone	Can't make and/or receive calls	Training Provided
00515859	07/30/18	07/30/18	Caption Phone	Can't make and/or receive calls	Training provided
00432555	07/30/18	07/30/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00454650	07/30/18	07/30/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00548449	07/30/18	08/24/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00493424	07/30/18	07/30/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00427452	07/30/18	07/30/18	Captions	Captions Not working/starting	Phone rebooted
00504810	07/30/18	07/30/18	Captions	Captions Not working/starting	Phone rebooted
00474771	07/30/18	07/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00418033	07/30/18	07/30/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00542382	07/30/18	07/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00407749	07/30/18	07/30/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00460821	07/30/18	08/03/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd

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00434184	07/30/18	07/30/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00469197	07/30/18	07/30/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00429103	07/30/18	07/31/18	Captions	Captions Not working/starting	No Trouble Found
00518528	07/30/18	07/30/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00414066	07/30/18	08/08/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00490922	07/30/18	07/30/18	Caption Phone	Answering machine won't play messages	Training Provided
00506884	07/30/18	07/30/18	Caption Phone	Answering machine won't play messages	Training provided
00480397	07/30/18	07/30/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00473831	07/30/18	07/30/18	Captions	Captions Not working/starting	Phone rebooted
00453725	07/30/18	08/14/18	Captions	Captions Not working/starting	Phone rebooted
00545846	07/30/18	07/31/18	Caption Phone	Answering machine won't play messages	Training Provided
00518204	07/30/18	08/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00461857	07/30/18	07/30/18	Captions	Captions Not working/starting	Phone rebooted
00500059	07/30/18	07/30/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00537728	07/30/18	07/30/18	Captions	Captions Not working/starting	Wifi lookup
00427473	07/30/18	08/03/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00540309	07/30/18	07/30/18	Captions	Captions Not working/starting	Phone rebooted
00537359	07/30/18	07/30/18	Caption Phone	Answering machine won't play messages	Training provided
00468064	07/30/18	07/31/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00455428	07/30/18	07/30/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00405062	07/31/18	07/31/18	Captions	Captions not accurate	Caption Issue escalated
00480316	07/31/18	07/31/18	Caption Phone	Answering machine won't play messages	Training provided
00493956	07/31/18	07/31/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00456233	07/31/18	08/03/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00412985	07/31/18	07/31/18	Captions	Captions not accurate	Return Kit/PPML sent
00490824	07/31/18	08/03/18	Caption Phone	Caller ID not working	Phone Being RMA'd
00458089	07/31/18	07/31/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00426977	07/31/18	09/04/18	Caption Phone	Screen won't turn off/turn on	Unable to contact
00409441	07/31/18	07/31/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00546976	07/31/18	07/31/18	Captions	Captions Not working/starting	Phone rebooted
00443630	07/31/18	07/31/18	Captions	Captions Not working/starting	Phone rebooted
00428080	07/31/18	07/31/18	Caption Phone	Can't make and/or receive calls	Training Provided
00509044	07/31/18	07/31/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00450816	07/31/18	07/31/18	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00404525	07/31/18	07/31/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00472082	07/31/18	07/31/18	Captions	Captions Not working/starting	Phone rebooted
00411661	07/31/18	08/23/18	Caption Phone	Losing internet connection	Customer Network/Environment Issue, Customer to Follow-up
00471343	07/31/18	07/31/18	Captions	Captions Not working/starting	Phone rebooted
00456630	07/31/18	08/03/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00506824	07/31/18	08/02/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00456138	07/31/18	08/14/18	Caption Phone	Screen unresponsive	Device replaced
00443346	07/31/18	08/01/18	Captions	Captions Not working/starting	Phone power reconnected
00492601	07/31/18	07/31/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00507596	07/31/18	07/31/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00504071	07/31/18	08/09/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00541245	07/31/18	08/01/18	Captions	Captions Not working/starting	Phone rebooted
00440708	07/31/18	07/31/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00447106	07/31/18	07/31/18	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00533926	07/31/18	07/31/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00514852	07/31/18	07/31/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00443653	07/31/18	07/31/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00486318	07/31/18	07/31/18	Caption Phone	Screen won't turn off/turn on	Training Provided
00483632	07/31/18	07/31/18	Caption Phone	Losing internet connection	Wifi extender installed
00480727	07/31/18	07/31/18	Captions	Captions Not working/starting	Modified firewall setting
00490322	07/31/18	07/31/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00549073	07/31/18	08/09/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00498892	07/31/18	08/03/18	Captions	Captions Not working/starting	Phone rebooted
00469961	07/31/18	08/21/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00506698	07/31/18	07/31/18	Caption Phone	Answering machine won't play messages	Training Provided
00509589	07/31/18	08/03/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00550786	07/31/18	07/31/18	Captions	Captions Not working/starting	Phone rebooted
00535754	08/01/18	08/01/18	Caption Phone	Can't make and/or receive calls	Service status communicated
00410988	08/01/18	08/03/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00463754	08/01/18	08/01/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00504307	08/01/18	08/05/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00534073	08/01/18	08/01/18	Caption Phone	Can't make and/or receive calls	Training Provided
00535756	08/01/18	08/01/18	Caption Phone	Can't make and/or receive calls	Device replaced
00412027	08/01/18	08/01/18	Caption Phone	Phone turns on and off by itself	Return Kit/PPML sent
00535753	08/01/18	08/01/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00543308	08/01/18	08/01/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00445983	08/01/18	08/03/18	Captions	Captions Not working/starting	Part/Other
00490933	08/01/18	08/01/18	Caption Phone	Can't make and/or receive calls	Training Provided
00508589	08/01/18	08/01/18	Caption Phone	Answering machine won't play messages	Training Provided
00523185	08/01/18	08/03/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00504653	08/01/18	08/01/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00494334	08/01/18	08/01/18	Caption Phone	Can't make and/or receive calls	Phone rebooted

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00436637	08/01/18	08/07/18	Captions	Captions Not working/starting	Account Updated
00416443	08/01/18	08/12/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00455237	08/01/18	08/01/18	Captions	Captions Not working/starting	No Issue Found
00450077	08/01/18	08/01/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00523198	08/01/18	08/01/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00442388	08/01/18	09/14/18	Caption Phone	Answering machine isn't taking messages	Customer Refused Additional Support
00443767	08/01/18	08/07/18	Captions	Captions Not working/starting	Device moved
00481572	08/01/18	08/01/18	Captions	Captions Not working/starting	Phone rebooted
00417317	08/01/18	08/01/18	Captions	Captions Not working/starting	Phone rebooted
00508161	08/01/18	09/04/18	Caption Phone	Losing internet connection	Phone rebooted
00470156	08/01/18	08/09/18	Captions	Captions Not working/starting	Phone rebooted
00471391	08/01/18	08/01/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00546536	08/01/18	08/01/18	Captions	Captions Not working/starting	Phone rebooted
00523190	08/01/18	08/01/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00502522	08/01/18	08/01/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00533687	08/01/18	08/19/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00446181	08/01/18	08/01/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00533400	08/01/18	08/12/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00543080	08/01/18	08/13/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00438132	08/01/18	10/12/18	Captions	Captions Not working/starting	Router/modem rebooted
00505648	08/01/18	08/27/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00493340	08/01/18	08/07/18	Caption Phone	Losing internet connection	Router/modem cable reconnected
00471679	08/01/18	08/01/18	Caption Phone	Answering machine won't play messages	Training Provided
00459216	08/01/18	08/01/18	Caption Phone	Screen won't turn off/turn on	Training Provided
00455227	08/02/18	08/10/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00439941	08/02/18	08/02/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00538181	08/02/18	08/02/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00445220	08/02/18	08/02/18	Caption Phone	Answering machine won't play messages	Training provided
00486897	08/02/18	08/08/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00444600	08/02/18	08/19/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00503904	08/02/18	08/10/18	Captions	Captions Not working/starting	Phone rebooted
00534614	08/02/18	08/02/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00545698	08/02/18	08/02/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00504654	08/02/18	08/05/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00457744	08/02/18	08/03/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00439853	08/02/18	08/02/18	Captions	Captions Not working/starting	Phone rebooted
00454306	08/02/18	08/03/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00472052	08/02/18	08/02/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00528134	08/02/18	08/02/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00494489	08/02/18	08/06/18	Caption Phone	Can't make and/or receive calls	Training Provided
00549630	08/02/18	08/02/18	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00498560	08/02/18	08/02/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00481076	08/02/18	08/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00451469	08/02/18	08/02/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00421063	08/02/18	08/02/18	Caption Phone	Losing internet connection	Phone rebooted
00477144	08/02/18	08/02/18	Caption Phone	Answering machine won't play messages	Training provided
00442353	08/02/18	09/28/18	Caption Phone	Losing internet connection	Customer Refused Additional Support
00419691	08/02/18	08/10/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00464099	08/02/18	08/02/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00416468	08/02/18	08/02/18	Caption Phone	Losing internet connection	Phone rebooted
00491145	08/02/18	08/02/18	Caption Phone	Phone turns on and off by itself	Issue on user's end, non-reproducible
00473949	08/02/18	08/02/18	Captions	Captions Not working/starting	Wifi lookup
00530869	08/02/18	08/02/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00447864	08/02/18	09/11/18	Caption Phone	Answering machine won't play messages	Training provided
00535274	08/02/18	08/02/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00497592	08/02/18	08/02/18	Caption Phone	Caller ID not working	Issue on user's end, non-reproducible
00492895	08/02/18	08/03/18	Caption Phone	Caller ID not working	No Issue Found
00543064	08/02/18	08/15/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00480702	08/02/18	08/03/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00479947	08/02/18	10/30/18	Caption Phone	Losing internet connection	Router/modem rebooted
00464843	08/02/18	08/06/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00528849	08/02/18	10/02/18	Caption Phone	Can't make and/or receive calls	Device moved
00417673	08/02/18	08/20/18	Captions	Captions Not working/starting	Phone rebooted
00472495	08/02/18	08/03/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00417083	08/02/18	08/12/18	Captions	Captions Not working/starting	Router/modem rebooted
00499477	08/02/18	08/06/18	Caption Phone	Losing internet connection	No Trouble Found
00506912	08/02/18	08/02/18	Caption Phone	Can't make and/or receive calls	Training Provided
00432165	08/02/18	08/02/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00499745	08/02/18	08/03/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00428385	08/03/18	08/03/18	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00549333	08/03/18	09/19/18	Caption Phone	Caller ID not working	Return Kit/PPML sent
00523224	08/03/18	08/03/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00543077	08/03/18	08/06/18	Caption Phone	Can't make and/or receive calls	Training Provided
00493745	08/03/18	08/03/18	Caption Phone	Answering machine won't play messages	Training provided
00423588	08/03/18	08/03/18	Caption Phone	Screen unresponsive	Training Provided
00508135	08/03/18	08/03/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)

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00512380	08/03/18	08/03/18	Captions	Captions Not working/starting	Router/modem rebooted
00523221	08/03/18	08/03/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00531404	08/03/18	08/15/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00465215	08/03/18	12/07/18	Mobile Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00548569	08/03/18	08/10/18	Captions	Captions Not working/starting	Phone Being RMA'd
00484789	08/03/18	08/03/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00510251	08/03/18	08/03/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00436210	08/03/18	08/03/18	Captions	Captions Not working/starting	Phone rebooted
00539162	08/03/18	08/03/18	Captions	Captions Not working/starting	Outage resolved
00456629	08/03/18	08/10/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00430427	08/03/18	08/04/18	Captions	Captions Not working/starting	Part/Other
00512450	08/03/18	08/03/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00544407	08/03/18	08/11/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00483180	08/03/18	08/07/18	Caption Phone	Screen won't turn off/turn on	Training Provided
00475807	08/03/18	08/03/18	Caption Phone	Screen won't turn off/turn on	Training provided
00539394	08/03/18	08/06/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00520607	08/04/18	08/05/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00491801	08/04/18	08/04/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00406073	08/04/18	09/19/18	Captions	Captions Not working/starting	Wifi lookup
00435719	08/04/18	08/06/18	Caption Phone	Can't make and/or receive calls	Device moved
00504836	08/04/18	08/04/18	Captions	Captions Not working/starting	Outage resolved
00506796	08/04/18	08/04/18	Captions	Captions Not working/starting	Phone rebooted
00523257	08/04/18	08/04/18	Captions	Captions Not working/starting	Outage resolved
00527164	08/04/18	08/04/18	Captions	Captions Not working/starting	Installed/Replaced Router
00465043	08/04/18	08/04/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00441693	08/04/18	08/04/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00464097	08/04/18	09/19/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00405106	08/04/18	08/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00484664	08/04/18	08/04/18	Captions	Captions Not working/starting	No Trouble Found
00470337	08/04/18	08/04/18	Captions	Captions Not working/starting	Router/modem rebooted
00462199	08/04/18	08/04/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00463488	08/04/18	08/10/18	Captions	Captions too far behind conversation/lagging	Unable to contact
00541241	08/04/18	08/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00543568	08/04/18	08/07/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00421469	08/04/18	08/07/18	Caption Phone	Losing internet connection	Shared network access issue, resolved
00520302	08/04/18	08/04/18	Captions	Captions Not working/starting	Phone rebooted
00455344	08/04/18	08/15/18	Captions	Captions Not working/starting	Training Provided
00548274	08/04/18	08/23/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00513443	08/05/18	08/14/18	Captions	Captions Not working/starting	Phone rebooted
00426763	08/05/18	08/19/18	Captions	Captions Not working/starting	Phone rebooted
00509796	08/05/18	08/15/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00423659	08/05/18	08/05/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00521811	08/05/18	08/05/18	Captions	Captions Not working/starting	Phone rebooted
00462342	08/05/18	08/23/18	Caption Phone	Screen unresponsive	Phone rebooted
00518213	08/05/18	08/11/18	Caption Phone	Screen unresponsive	Device replaced
00528322	08/05/18	08/05/18	Captions	Captions not accurate	Phone rebooted
00507784	08/05/18	08/17/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00549725	08/05/18	08/14/18	Captions	Captions Not working/starting	Training Provided
00413809	08/05/18	08/06/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00521701	08/05/18	08/14/18	Captions	Captions Not working/starting	Training Provided
00535290	08/05/18	08/05/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00409851	08/06/18	08/15/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00435235	08/06/18	08/06/18	Caption Phone	Phone turns on and off by itself	Phone setting adjusted
00481822	08/06/18	08/07/18	Captions	Captions Not working/starting	No Issue Found
00525761	08/06/18	08/24/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00494625	08/06/18	08/10/18	Captions	Captions Not working/starting	Phone rebooted
00500782	08/06/18	08/06/18	Captions	Captions Not working/starting	Phone rebooted
00456825	08/06/18	08/06/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00468416	08/06/18	08/06/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00451896	08/06/18	08/16/18	Captions	Captions Not working/starting	Phone rebooted
00404363	08/06/18	08/06/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00539665	08/06/18	08/06/18	Caption Phone	Screen unresponsive	Issue on user's end, non-reproducible
00493654	08/06/18	08/07/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00476066	08/06/18	08/22/18	Caption Phone	Losing internet connection	Part/Other
00547979	08/06/18	08/22/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00476174	08/06/18	08/06/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00424164	08/06/18	08/22/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00443749	08/06/18	08/10/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00516422	08/06/18	08/06/18	Caption Phone	Caller ID not working	Phone line reconnected, resolved
00507176	08/06/18	08/21/18	Caption Phone	Screen won't turn off/turn on	Replace cable, handset, accessory
00503279	08/06/18	08/06/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00485094	08/06/18	08/09/18	Captions	Captions Not working/starting	Phone rebooted
00432618	08/06/18	08/08/18	Captions	Captions Not working/starting	Phone rebooted
00409694	08/06/18	08/25/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00491981	08/06/18	08/15/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00510323	08/06/18	08/24/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted

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00415379	08/06/18	08/06/18	Caption Phone	Other party cannot hear me	Training Provided
00417915	08/06/18	08/06/18	Captions	Captions Not working/starting	Training Provided
00446923	08/06/18	08/06/18	Caption Phone	Answering machine won't play messages	Training Provided
00421014	08/06/18	08/09/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00460635	08/06/18	08/13/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00464403	08/06/18	08/24/18	Captions	Captions not accurate	Part/Other
00547193	08/06/18	08/13/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00424959	08/06/18	08/10/18	Captions	Captions Not working/starting	Phone Being RMA'd
00505835	08/06/18	08/13/18	Captions	Captions Not working/starting	Customer disposed
00436711	08/06/18	08/13/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00517411	08/06/18	08/12/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00534889	08/06/18	08/06/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00468558	08/06/18	08/06/18	Captions	Captions Not working/starting	Wifi lookup
00445623	08/06/18	08/08/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00433042	08/06/18	08/06/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00480777	08/06/18	08/09/18	Caption Phone	Can't make and/or receive calls	Training provided
00437927	08/06/18	09/19/18	Caption Phone	Screen won't turn off/turn on	Customer Refused Additional Support
00433652	08/06/18	08/06/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00535454	08/06/18	08/06/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00471356	08/07/18	08/07/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00433043	08/07/18	08/07/18	Caption Phone	Other party cannot hear me	Training Provided
00490771	08/07/18	08/10/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00430428	08/07/18	08/07/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00437303	08/07/18	08/07/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00490860	08/07/18	09/06/18	Caption Phone	Caller ID not working	Account Deactivated
00482155	08/07/18	08/07/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00490727	08/07/18	08/07/18	Captions	Captions Not working/starting	Phone rebooted
00506675	08/07/18	08/07/18	Caption Phone	Answering machine won't play messages	Training Provided
00536468	08/07/18	08/10/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00425087	08/07/18	08/09/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00538049	08/07/18	08/08/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00485772	08/07/18	08/07/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00512311	08/07/18	08/14/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00536913	08/07/18	08/07/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00461876	08/07/18	08/07/18	Captions	Captions Not working/starting	Wifi lookup
00471937	08/07/18	08/07/18	Caption Phone	Answering machine isn't taking messages	Training provided
00419696	08/07/18	08/07/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00508420	08/07/18	09/24/18	Caption Phone	Losing internet connection	No Issue Found
00502332	08/07/18	08/08/18	Caption Phone	Screen unresponsive	Device replaced
00502333	08/07/18	08/10/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00412311	08/07/18	08/07/18	Captions	Captions Not working/starting	Router/modem rebooted
00501090	08/07/18	08/11/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00542465	08/07/18	08/18/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00492765	08/07/18	09/19/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00522952	08/07/18	08/07/18	Captions	Stopping during calls	Training Provided
00540371	08/07/18	08/10/18	Captions	Captions not accurate	Phone Being RMA'd
00536514	08/07/18	08/07/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00476146	08/07/18	08/17/18	Caption Phone	Losing internet connection	Wifi extender installed
00474919	08/07/18	08/13/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00459947	08/07/18	09/06/18	Caption Phone	Losing internet connection	No Trouble Found
00434359	08/08/18	08/08/18	Caption Phone	Answering machine won't play messages	Training Provided
00430399	08/08/18	08/08/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00427805	08/08/18	08/08/18	Captions	Captions Not working/starting	Phone rebooted
00495839	08/08/18	08/08/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00537230	08/08/18	08/08/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00512274	08/08/18	08/08/18	Captions	Captions too far behind conversation/lagging	Phone rebooted
00500061	08/08/18	08/08/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00509568	08/08/18	08/08/18	Caption Phone	Losing internet connection	Installed/Replaced Router
00430976	08/08/18	08/08/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00490938	08/08/18	08/16/18	Caption Phone	Answering machine won't play messages	Training provided
00542263	08/08/18	08/08/18	Caption Phone	Losing internet connection	Training Provided
00464943	08/08/18	08/14/18	Caption Phone	Losing internet connection	Wifi extender installed
00460393	08/08/18	08/08/18	Caption Phone	Losing internet connection	Phone rebooted
00539613	08/08/18	08/10/18	Caption Phone	Losing internet connection	No Issue Found
00440440	08/08/18	08/08/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00495172	08/08/18	11/13/18	Caption Phone	Losing internet connection	No Issue Found
00413860	08/08/18	08/09/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00452804	08/08/18	08/08/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00459392	08/08/18	08/23/18	Caption Phone	Screen unresponsive	Device replaced
00542383	08/08/18	08/08/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00528890	08/08/18	08/20/18	Captions	Captions Not working/starting	Phone line reconnected, resolved
00529071	08/08/18	08/08/18	Caption Phone	Answering machine won't play messages	Training Provided
00515316	08/08/18	08/13/18	Caption Phone	Can't make and/or receive calls	Phone power reconnected
00404537	08/08/18	09/03/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00499797	08/08/18	08/15/18	Caption Phone	Can't make and/or receive calls	Device moved
00412190	08/08/18	08/08/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted

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00424668	08/08/18	08/14/18	Caption Phone	Answering machine won't play messages	Unable to contact
00439827	08/08/18	08/08/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00416377	08/08/18	08/08/18	Captions	Captions Not working/starting	Phone rebooted
00452792	08/08/18	08/08/18	Caption Phone	Answering machine won't play messages	Training provided
00417967	08/08/18	08/10/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00439828	08/08/18	08/08/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00508529	08/08/18	08/24/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00430224	08/08/18	08/14/18	Captions	Captions Not working/starting	Phone rebooted
00425092	08/08/18	08/08/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00469879	08/08/18	08/08/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00469880	08/08/18	08/08/18	Caption Phone	Caller ID not working	Training provided
00499834	08/08/18	09/22/18	Caption Phone	Losing internet connection	Wifi extender installed
00483174	08/08/18	08/13/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00492181	08/08/18	08/19/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00413260	08/09/18	08/09/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00415748	08/09/18	08/09/18	Caption Phone	Screen won't turn off/turn on	Phone power reconnected
00455862	08/09/18	08/30/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00424736	08/09/18	08/09/18	Caption Phone	Can't make and/or receive calls	Device moved
00525031	08/09/18	08/15/18	Captions	Captions Not working/starting	Phone rebooted
00446352	08/09/18	08/13/18	Captions	Captions Not working/starting	Service status communicated
00420529	08/09/18	08/31/18	Captions	Captions Not working/starting	Phone rebooted
00416483	08/09/18	09/07/18	Caption Phone	Losing internet connection	No Issue Found
00520423	08/09/18	08/13/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00499364	08/09/18	08/09/18	Caption Phone	Losing internet connection	Wifi extender installed
00542411	08/09/18	08/13/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00530342	08/09/18	08/29/18	Captions	Captions Not working/starting	Phone rebooted
00417275	08/09/18	08/09/18	Caption Phone	Losing internet connection	No Trouble Found
00472501	08/09/18	08/10/18	Caption Phone	Answering machine won't play messages	Phone Being RMA'd
00464912	08/09/18	08/20/18	Captions	Captions Not working/starting	No Trouble Found
00491942	08/09/18	08/15/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00474841	08/09/18	08/09/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00446182	08/09/18	08/23/18	Caption Phone	Answering machine isn't taking messages	Training provided
00460394	08/09/18	08/09/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00523268	08/09/18	09/26/18	Captions	Captions Not working/starting	Environmental issue resolved
00540310	08/09/18	08/09/18	Captions	Captions Not working/starting	Phone rebooted
00513224	08/09/18	08/13/18	Captions	Captions Not working/starting	Router/modem rebooted
00497648	08/09/18	08/09/18	Caption Phone	Can't make and/or receive calls	Installed/Replaced Router
00405924	08/09/18	08/09/18	Captions	Captions Not working/starting	Training Provided
00522715	08/09/18	09/07/18	Caption Phone	Phone turns on and off by itself	Customer Refused Additional Support
00499455	08/09/18	08/09/18	Captions	Captions Not working/starting	No Issue Found
00481828	08/09/18	08/09/18	Captions	Stopping during calls	Training Provided
00544529	08/09/18	08/09/18	Caption Phone	Losing internet connection	Device moved
00439516	08/09/18	08/15/18	Captions	Captions Not working/starting	Phone rebooted
00515473	08/09/18	08/21/18	Caption Phone	Losing internet connection	Wifi extender installed
00443910	08/09/18	08/10/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00523183	08/09/18	08/12/18	Captions	Captions Not working/starting	Phone rebooted
00438585	08/09/18	08/13/18	Caption Phone	Can't make and/or receive calls	Phone power reconnected
00438586	08/09/18	08/13/18	Caption Phone	Can't make and/or receive calls	Phone power reconnected
00404449	08/09/18	08/10/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00452014	08/09/18	08/09/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00404450	08/09/18	08/09/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00448664	08/09/18	08/23/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00523318	08/10/18	08/10/18	Captions	Captions not accurate	Phone Being RMA'd
00404339	08/10/18	08/26/18	Captions	Captions Not working/starting	Router/modem rebooted
00542445	08/10/18	08/10/18	Captions	Captions too far behind conversation/lagging	Training Provided
00502386	08/10/18	08/16/18	Captions	Captions Not working/starting	Wifi lookup
00533982	08/10/18	08/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00476452	08/10/18	08/10/18	Captions	Captions not accurate	Customer Refused Additional Support
00423130	08/10/18	09/10/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00549571	08/10/18	10/02/18	Caption Phone	Screen unresponsive	Device replaced
00530057	08/10/18	08/10/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00436155	08/10/18	08/21/18	Caption Phone	Losing internet connection	Return Kit/PPML sent
00470676	08/10/18	08/10/18	Captions	Captions Not working/starting	Router/modem rebooted
00442880	08/10/18	08/10/18	Captions	Captions Not working/starting	Wifi lookup
00422848	08/10/18	08/10/18	Captions	Captions Not working/starting	Training Provided
00473087	08/10/18	08/10/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00468094	08/10/18	08/14/18	Captions	Captions Not working/starting	No Issue Found
00471998	08/10/18	08/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00422847	08/10/18	08/10/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00490101	08/10/18	09/03/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00430892	08/10/18	08/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00410905	08/10/18	08/24/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00480839	08/10/18	08/29/18	Captions	Captions Not working/starting	Router/modem rebooted
00532466	08/10/18	08/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00448262	08/10/18	08/10/18	Captions	Captions Not working/starting	Phone rebooted
00458623	08/10/18	08/17/18	Caption Phone	Other party cannot hear me	Phone Being RMA'd

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00473431	08/10/18	08/10/18	Caption Phone	Answering machine won't play messages	Router/modem rebooted
00526093	08/10/18	08/21/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00494490	08/10/18	08/10/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00504182	08/10/18	08/12/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00509499	08/10/18	08/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00451373	08/10/18	08/11/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00499492	08/10/18	08/13/18	Captions	Captions Not working/starting	Customer disposed
00467142	08/10/18	08/21/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00547434	08/10/18	08/21/18	Captions	Captions not accurate	Caption Issue escalated
00418618	08/10/18	08/10/18	Captions	Captions Not working/starting	No Trouble Found
00538025	08/10/18	08/17/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00418626	08/10/18	08/11/18	Caption Phone	Can't make and/or receive calls	Training provided
00509638	08/10/18	08/10/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00457626	08/10/18	08/13/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00424822	08/11/18	08/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00417695	08/11/18	08/11/18	Captions	Captions Not working/starting	Phone rebooted
00480024	08/11/18	08/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00499886	08/11/18	08/14/18	Captions	Captions not accurate	No Trouble Found
00542506	08/11/18	08/27/18	Caption Phone	Screen unresponsive	Device replaced
00546053	08/11/18	08/22/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00408443	08/11/18	08/11/18	Caption Phone	Phone turns on and off by itself	Wifi reconnected (no reboot required)
00481573	08/11/18	08/12/18	Captions	Captions Not working/starting	No Trouble Found
00543360	08/11/18	08/11/18	Caption Phone	Answering machine isn't taking messages	Router/modem rebooted
00425423	08/11/18	08/13/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00470157	08/11/18	08/11/18	Caption Phone	Losing internet connection	No Issue Found
00453195	08/11/18	08/11/18	Caption Phone	Answering machine isn't taking messages	Training provided
00429042	08/11/18	08/11/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00453196	08/11/18	08/17/18	Caption Phone	Answering machine isn't taking messages	Phone Being RMA'd
00508454	08/11/18	09/13/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00545686	08/11/18	08/30/18	Captions	Captions Not working/starting	Phone rebooted
00422153	08/11/18	08/15/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00428192	08/11/18	08/14/18	Captions	Captions Not working/starting	Phone rebooted
00485102	08/11/18	08/28/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00532378	08/11/18	08/14/18	Caption Phone	Screen unresponsive	Environmental issue resolved
00506577	08/11/18	08/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00417244	08/11/18	08/13/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00463228	08/12/18	08/13/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00481230	08/12/18	08/12/18	Captions	Captions Not working/starting	Router/modem rebooted
00409596	08/12/18	08/20/18	Captions	Captions Not working/starting	Router/modem rebooted
00491186	08/12/18	08/26/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00497225	08/12/18	08/12/18	Captions	Captions Not working/starting	Phone setting adjusted
00463148	08/12/18	08/12/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00417691	08/12/18	08/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00446544	08/12/18	08/12/18	Captions	Captions Not working/starting	Training Provided
00438491	08/12/18	08/12/18	Captions	Captions Not working/starting	Router/modem rebooted
00522516	08/12/18	08/12/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00486385	08/12/18	08/13/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00405740	08/12/18	08/23/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00537223	08/12/18	08/15/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00536103	08/12/18	08/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00511061	08/12/18	08/12/18	Captions	Captions Not working/starting	Phone rebooted
00418928	08/12/18	08/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00546241	08/12/18	08/14/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00457489	08/13/18	08/16/18	Captions	Captions Not working/starting	Phone rebooted
00534075	08/13/18	08/13/18	Caption Phone	Can't make and/or receive calls	Training Provided
00427454	08/13/18	10/04/18	Caption Phone	Losing internet connection	No Trouble Found
00442834	08/13/18	08/24/18	Captions	Captions Not working/starting	Phone rebooted
00418582	08/13/18	08/13/18	Caption Phone	Losing internet connection	No Trouble Found
00506386	08/13/18	08/13/18	Captions	Captions Not working/starting	Phone rebooted
00493341	08/13/18	08/13/18	Captions	Captions Not working/starting	Phone rebooted
00499664	08/13/18	08/13/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00520055	08/13/18	08/13/18	Caption Phone	Screen unresponsive	Environmental issue resolved
00431029	08/13/18	08/13/18	Caption Phone	Losing internet connection	Router/modem rebooted
00441422	08/13/18	08/13/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00480545	08/13/18	08/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00414573	08/13/18	08/13/18	Caption Phone	Answering machine isn't taking messages	Training provided
00552995	08/13/18	08/14/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00412447	08/13/18	08/13/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00425464	08/13/18	08/14/18	Caption Phone	Screen unresponsive	Phone rebooted
00421582	08/13/18	08/17/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00511911	08/13/18	08/19/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00463779	08/13/18	08/13/18	Caption Phone	Losing internet connection	Part/Other
00409293	08/13/18	08/13/18	Captions	Captions Not working/starting	Phone rebooted
00476293	08/13/18	08/13/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00503142	08/13/18	08/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00462509	08/13/18	08/17/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd

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00541418	08/13/18	08/23/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00549956	08/13/18	09/13/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00452850	08/13/18	08/24/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00419601	08/13/18	09/14/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00462510	08/13/18	08/13/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00467148	08/13/18	08/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00435720	08/13/18	08/13/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00519841	08/13/18	08/13/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00510991	08/13/18	08/13/18	Captions	Captions Not working/starting	Training Provided
00495023	08/13/18	08/21/18	Caption Phone	Screen unresponsive	Device replaced
00446116	08/13/18	09/05/18	Captions	Captions Not working/starting	Caption Issue escalated
00440354	08/13/18	08/13/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00413877	08/13/18	08/13/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00512442	08/13/18	10/13/18	Captions	Captions Not working/starting	Device replaced
00515617	08/13/18	08/14/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00464078	08/13/18	08/13/18	Caption Phone	Can't make and/or receive calls	Training provided
00532364	08/13/18	08/13/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00405998	08/13/18	08/15/18	Captions	Captions Not working/starting	Part/Other
00447134	08/14/18	08/14/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00430339	08/14/18	08/14/18	Captions	Captions Not working/starting	Router/modem rebooted
00476981	08/14/18	08/14/18	Captions	Captions too far behind conversation/lagging	Training Provided
00522279	08/14/18	09/05/18	Caption Phone	Losing internet connection	Wifi extender installed
00530881	08/14/18	08/14/18	Caption Phone	Losing internet connection	Wifi extender installed
00421398	08/14/18	08/14/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00451166	08/14/18	08/14/18	Captions	Captions Not working/starting	Outage resolved
00435971	08/14/18	08/14/18	Captions	Captions Not working/starting	Outage resolved
00459257	08/14/18	08/14/18	Captions	Captions Not working/starting	Outage resolved
00456813	08/14/18	08/14/18	Caption Phone	Caller ID not working	Phone rebooted
00505317	08/14/18	08/21/18	Captions	Captions Not working/starting	Router/modem rebooted
00511291	08/14/18	08/27/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00426632	08/14/18	08/20/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00486902	08/14/18	08/14/18	Caption Phone	Losing internet connection	No Issue Found
00508624	08/14/18	08/14/18	Captions	Captions not accurate	Training Provided
00411347	08/14/18	08/16/18	Captions	Captions Not working/starting	Phone rebooted
00546005	08/14/18	08/21/18	Caption Phone	Other party cannot hear me	Phone rebooted
00441562	08/14/18	08/15/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00421218	08/14/18	08/14/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00454924	08/14/18	08/14/18	Captions	Captions Not working/starting	Phone rebooted
00496390	08/14/18	08/16/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00462818	08/14/18	08/28/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00538329	08/14/18	08/19/18	Captions	Captions Not working/starting	Phone rebooted
00508313	08/14/18	08/14/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00474060	08/14/18	08/14/18	Captions	Captions Not working/starting	Router/modem rebooted
00548355	08/14/18	08/14/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00552653	08/14/18	08/23/18	Caption Phone	Screen unresponsive	Device replaced
00485524	08/14/18	08/14/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00548544	08/14/18	08/14/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00449848	08/14/18	08/14/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00526569	08/14/18	08/22/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00418746	08/14/18	08/15/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00482519	08/14/18	08/14/18	Caption Phone	Screen unresponsive	Training Provided
00433385	08/14/18	08/30/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00542375	08/14/18	08/24/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00424584	08/14/18	08/14/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00477194	08/14/18	08/14/18	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00493346	08/14/18	08/15/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00405729	08/14/18	08/19/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00464106	08/15/18	08/15/18	Caption Phone	Can't make and/or receive calls	Device moved
00543100	08/15/18	08/15/18	Caption Phone	Answering machine won't play messages	Training Provided
00453378	08/15/18	08/26/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00499064	08/15/18	08/15/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00420526	08/15/18	08/15/18	Caption Phone	Can't make and/or receive calls	Training Provided
00463517	08/15/18	08/27/18	Captions	Captions Not working/starting	Phone setting adjusted
00446148	08/15/18	08/15/18	Captions	Captions Not working/starting	Phone rebooted
00415335	08/15/18	08/17/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00460674	08/15/18	08/28/18	Captions	Captions Not working/starting	Router/modem rebooted
00534649	08/15/18	08/15/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00490005	08/15/18	08/15/18	Caption Phone	Other party cannot hear me	Part/Other
00518214	08/15/18	08/17/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00552037	08/15/18	08/23/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00421379	08/15/18	08/15/18	Captions	Captions Not working/starting	Phone rebooted
00419953	08/15/18	08/16/18	Captions	Captions Not working/starting	Phone rebooted
00528604	08/15/18	09/04/18	Caption Phone	Losing internet connection	Wifi lookup
00514118	08/15/18	08/16/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00492894	08/15/18	09/14/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00487320	08/15/18	08/15/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible

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00503936	08/15/18	08/19/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00451784	08/15/18	08/15/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00452592	08/15/18	08/15/18	Caption Phone	Caller ID not working	Training Provided
00448653	08/15/18	08/15/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00509779	08/15/18	08/15/18	Captions	Captions Not working/starting	Phone rebooted
00486822	08/15/18	08/15/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00422846	08/15/18	08/15/18	Caption Phone	Answering machine isn't taking messages	No Issue Found
00514242	08/15/18	08/15/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00486823	08/15/18	08/15/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00425816	08/15/18	08/15/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00417837	08/15/18	09/18/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00494391	08/15/18	08/15/18	Caption Phone	Phone turns on and off by itself	Phone rebooted
00422824	08/15/18	08/16/18	Captions	Captions Not working/starting	Router/modem rebooted
00480428	08/15/18	08/15/18	Caption Phone	Answering machine isn't taking messages	Customer Refused Additional Support
00445310	08/15/18	08/30/18	Caption Phone	Answering machine won't play messages	Part/Other
00481968	08/15/18	08/21/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00493839	08/15/18	08/17/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00528424	08/15/18	08/15/18	Caption Phone	Losing internet connection	Phone rebooted
00532166	08/15/18	08/15/18	Caption Phone	Answering machine won't play messages	Training Provided
00412722	08/15/18	08/27/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00532096	08/15/18	08/19/18	Captions	Captions Not working/starting	Training Provided
00417294	08/15/18	08/15/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00406744	08/15/18	08/16/18	Captions	Captions Not working/starting	Phone rebooted
00509739	08/15/18	08/18/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00491744	08/15/18	08/15/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00537017	08/15/18	08/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00528131	08/15/18	08/15/18	Caption Phone	Answering machine won't play messages	Training Provided
00435947	08/15/18	09/22/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00405053	08/16/18	08/16/18	Captions	Captions not accurate	Caption Issue escalated
00413657	08/16/18	09/05/18	Caption Phone	Answering machine won't play messages	Software updates
00436348	08/16/18	08/16/18	Caption Phone	Answering machine isn't taking messages	Customer Refused Additional Support
00473565	08/16/18	08/16/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00453588	08/16/18	08/22/18	Captions	Captions Not working/starting	DSL filters issues, resolved
00426306	08/16/18	08/16/18	Caption Phone	Losing internet connection	Customer Network/Environment Issue, Customer to Follow-up
00533828	08/16/18	08/16/18	Caption Phone	Other party cannot hear me	Replace cable, handset, accessory
00476342	08/16/18	08/16/18	Caption Phone	Answering machine isn't taking messages	Customer Refused Additional Support
00520794	08/16/18	08/22/18	Caption Phone	Answering machine won't play messages	Training provided
00514365	08/16/18	08/24/18	Captions	Captions Not working/starting	Phone power reconnected
00418751	08/16/18	08/16/18	Caption Phone	Losing internet connection	No Issue Found
00442196	08/16/18	08/24/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00440592	08/16/18	08/23/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00538572	08/16/18	10/16/18	Captions	Captions Not working/starting	Phone rebooted
00511950	08/16/18	08/17/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00451897	08/16/18	09/12/18	Caption Phone	Screen unresponsive	Device replaced
00408931	08/16/18	08/16/18	Caption Phone	Losing internet connection	Wifi extender installed
00540305	08/16/18	08/16/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00489262	08/16/18	08/16/18	Captions	Captions Not working/starting	Phone rebooted
00454743	08/16/18	08/16/18	Caption Phone	Losing internet connection	DSL filters issues, resolved
00511807	08/16/18	08/20/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00452778	08/16/18	08/22/18	Captions	Captions Not working/starting	Phone rebooted
00477889	08/16/18	08/16/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00513000	08/16/18	08/16/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00539265	08/16/18	08/17/18	Caption Phone	Losing internet connection	Phone rebooted
00440055	08/16/18	08/21/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00464549	08/16/18	09/13/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00454525	08/16/18	08/16/18	Captions	Captions Not working/starting	Phone rebooted
00521677	08/16/18	08/29/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00416965	08/16/18	08/16/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00544832	08/16/18	08/16/18	Captions	Captions Not working/starting	Unable to contact
00421955	08/16/18	08/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00455913	08/16/18	08/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00492402	08/16/18	08/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00518691	08/16/18	09/06/18	Caption Phone	Screen unresponsive	Part/Other
00457207	08/16/18	08/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00436413	08/16/18	08/17/18	Captions	Captions Not working/starting	Phone rebooted
00524069	08/17/18	08/20/18	Captions	Captions Not working/starting	Phone rebooted
00523214	08/17/18	08/22/18	Caption Phone	Answering machine won't play messages	Training provided
00434126	08/17/18	08/20/18	Captions	Captions Not working/starting	Shared network access issue, resolved
00462981	08/17/18	08/17/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00480020	08/17/18	08/23/18	Caption Phone	Can't make and/or receive calls	Phone power reconnected
00489781	08/17/18	08/17/18	Captions	Captions Not working/starting	Phone rebooted
00506861	08/17/18	08/27/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00435237	08/17/18	08/17/18	Caption Phone	Is stuck on the boot up screen	Device replaced
00475425	08/17/18	08/17/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00495837	08/17/18	08/17/18	Captions	Captions Not working/starting	Phone rebooted
00494370	08/17/18	08/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted

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00482122	08/17/18	08/17/18	Caption Phone	Losing internet connection	No Trouble Found
00474237	08/17/18	10/05/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00552652	08/17/18	08/24/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00524500	08/17/18	08/17/18	Caption Phone	Screen won't turn off/turn on	Issue on user's end, non-reproducible
00468092	08/17/18	08/17/18	Captions	Captions Not working/starting	Phone rebooted
00550177	08/17/18	09/04/18	Caption Phone	Answering machine won't play messages	No Trouble Found
00415028	08/17/18	08/28/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00458589	08/17/18	08/24/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00405054	08/17/18	08/19/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00435897	08/17/18	09/07/18	Captions	Captions Not working/starting	Part/Other
00520206	08/17/18	08/27/18	Captions	Captions Not working/starting	Unable to contact
00454402	08/17/18	08/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00475935	08/17/18	09/17/18	Caption Phone	Losing internet connection	No Trouble Found
00507594	08/17/18	08/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00409340	08/17/18	08/18/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00510174	08/17/18	08/28/18	Caption Phone	Can't make and/or receive calls	Device replaced
00507220	08/17/18	08/22/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00537708	08/17/18	08/23/18	Captions	Captions Not working/starting	Phone line reconnected, resolved
00523057	08/17/18	08/24/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00541518	08/17/18	09/07/18	Captions	Captions Not working/starting	No Trouble Found
00550694	08/17/18	08/17/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00547639	08/17/18	08/23/18	Caption Phone	Can't make and/or receive calls	Device replaced
00509938	08/17/18	09/04/18	Caption Phone	Losing internet connection	No Trouble Found
00424875	08/17/18	08/17/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00519448	08/17/18	08/17/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00439826	08/17/18	08/21/18	Caption Phone	Losing internet connection	Wifi lookup
00508021	08/17/18	08/17/18	Caption Phone	Answering machine isn't taking messages	Memory resource issue resolved
00448356	08/17/18	09/20/18	Captions	Captions Not working/starting	Environmental issue resolved
00547357	08/17/18	08/17/18	Captions	Captions Not working/starting	Phone rebooted
00532910	08/17/18	08/30/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00527428	08/17/18	08/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00521319	08/18/18	08/18/18	Captions	Captions Not working/starting	Router/modem rebooted
00415768	08/18/18	08/18/18	Captions	Captions Not working/starting	Phone rebooted
00418124	08/18/18	08/23/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00454526	08/18/18	08/18/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00429520	08/18/18	08/21/18	Captions	Captions Not working/starting	Phone power reconnected
00538812	08/18/18	09/01/18	Caption Phone	Phone turns on and off by itself	Part/Other
00534939	08/18/18	08/25/18	Captions	Captions Not working/starting	Part/Other
00524169	08/18/18	08/18/18	Caption Phone	Screen unresponsive	Phone rebooted
00481815	08/18/18	09/04/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00485717	08/18/18	08/18/18	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00439635	08/18/18	09/01/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00475771	08/18/18	08/18/18	Captions	Captions Not working/starting	Router/modem rebooted
00420657	08/18/18	08/30/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00502555	08/18/18	08/27/18	Captions	Captions Not working/starting	Phone rebooted
00428257	08/18/18	08/24/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00545556	08/18/18	08/18/18	Caption Phone	Screen won't turn off/turn on	Environmental issue resolved
00462582	08/18/18	08/20/18	Captions	Captions Not working/starting	Device moved
00457075	08/18/18	08/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00507045	08/18/18	09/19/18	Captions	Captions Not working/starting	Phone rebooted
00508384	08/18/18	08/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00466506	08/19/18	08/20/18	Caption Phone	Can't make and/or receive calls	Training Provided
00442564	08/19/18	08/19/18	Captions	Captions Not working/starting	Router/modem rebooted
00425545	08/19/18	09/12/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00423136	08/19/18	09/14/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00521252	08/19/18	08/19/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00493535	08/19/18	08/30/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00523981	08/19/18	08/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00513989	08/19/18	09/17/18	Captions	Captions Not working/starting	No Issue Found
00486316	08/19/18	08/26/18	Caption Phone	Screen unresponsive	ISP/Telco service issue, customer to follow up
00465782	08/19/18	08/19/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00479415	08/19/18	08/22/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00417251	08/19/18	08/23/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00508211	08/19/18	08/23/18	Captions	Captions Not working/starting	Phone power reconnected
00422608	08/19/18	08/29/18	Captions	Captions Not working/starting	Router/modem rebooted
00465783	08/19/18	08/19/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00468324	08/19/18	08/19/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00420558	08/19/18	08/22/18	Captions	Captions Not working/starting	Router/modem rebooted
00410669	08/19/18	08/20/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00436583	08/19/18	09/03/18	Caption Phone	Answering machine won't play messages	Customer Refused Additional Support
00470797	08/19/18	08/24/18	Captions	Captions Not working/starting	Phone rebooted
00412319	08/20/18	08/23/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00477287	08/20/18	08/20/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00480947	08/20/18	08/20/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00442627	08/20/18	08/21/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00511052	08/20/18	09/11/18	Caption Phone	Screen unresponsive	Phone rebooted

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00549905	08/20/18	09/28/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00440651	08/20/18	08/20/18	Captions	Captions Not working/starting	Router/modem rebooted
00542187	08/20/18	08/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00434354	08/20/18	09/05/18	Captions	Captions Not working/starting	Phone rebooted
00419846	08/20/18	08/22/18	Captions	Captions Not working/starting	Phone rebooted
00532612	08/20/18	08/20/18	Captions	Captions Not working/starting	Phone rebooted
00482717	08/20/18	08/20/18	Captions	Captions Not working/starting	Phone rebooted
00534498	08/20/18	08/20/18	Captions	Captions Not working/starting	Phone rebooted
00499291	08/20/18	08/22/18	Caption Phone	Losing internet connection	Router/modem rebooted
00466858	08/20/18	08/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00457631	08/20/18	08/22/18	Caption Phone	Caller ID not working	Phone rebooted
00549495	08/20/18	08/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00534985	08/20/18	08/20/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00425123	08/20/18	08/21/18	Captions	Captions Not working/starting	Account Deactivated
00412238	08/20/18	08/20/18	Caption Phone	Other party cannot hear me	Router/modem rebooted
00540217	08/20/18	08/20/18	Captions	Captions Not working/starting	Phone rebooted
00406601	08/20/18	08/20/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00434107	08/20/18	08/31/18	Captions	Captions Not working/starting	Caption Issue escalated
00472390	08/20/18	08/20/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00514755	08/20/18	09/24/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00542452	08/20/18	08/20/18	Captions	Captions Not working/starting	Part/Other
00405728	08/20/18	08/22/18	Caption Phone	Answering machine isn't taking messages	Training provided
00525443	08/20/18	08/20/18	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00447212	08/20/18	09/13/18	Captions	Captions Not working/starting	Phone rebooted
00449130	08/20/18	08/20/18	Captions	Captions Not working/starting	Phone rebooted
00429746	08/20/18	08/20/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00421514	08/20/18	08/20/18	Caption Phone	Other party cannot hear me	Phone setting adjusted
00450942	08/20/18	10/02/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00418483	08/20/18	08/21/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00432633	08/20/18	08/20/18	Caption Phone	Answering machine isn't taking messages	Training provided
00501527	08/20/18	08/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00511276	08/21/18	08/30/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00467868	08/21/18	08/21/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00470430	08/21/18	08/21/18	Captions	Captions Not working/starting	Phone rebooted
00517975	08/21/18	08/23/18	Captions	Captions Not working/starting	Phone setting adjusted
00504921	08/21/18	08/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00536360	08/21/18	08/22/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00484415	08/21/18	08/21/18	Captions	Captions Not working/starting	Training Provided
00413383	08/21/18	08/23/18	Captions	Captions Not working/starting	Phone rebooted
00404356	08/21/18	08/21/18	Captions	Captions Not working/starting	Phone rebooted
00516131	08/21/18	08/21/18	Captions	Captions Not working/starting	Router/modem rebooted
00430209	08/21/18	08/21/18	Captions	Captions Not working/starting	Phone rebooted
00507001	08/21/18	08/21/18	Captions	Captions Not working/starting	Phone rebooted
00458670	08/21/18	08/21/18	Captions	Captions Not working/starting	Phone rebooted
00426318	08/21/18	09/21/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00550472	08/21/18	08/21/18	Caption Phone	Losing internet connection	Training Provided
00468769	08/21/18	09/04/18	Captions	Captions Not working/starting	Unable to contact
00518886	08/21/18	08/29/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00407473	08/21/18	08/24/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00405916	08/21/18	08/21/18	Captions	Captions Not working/starting	Router/modem rebooted
00504937	08/21/18	10/02/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00552817	08/21/18	09/12/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00526045	08/21/18	08/22/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00415899	08/21/18	08/21/18	Caption Phone	Losing internet connection	Device replaced
00528002	08/21/18	09/04/18	Captions	Captions Not working/starting	Phone rebooted
00519241	08/21/18	09/18/18	Captions	Captions Not working/starting	Device replaced
00484141	08/21/18	08/25/18	Caption Phone	Losing internet connection	Customer Refused Additional Support
00521296	08/21/18	09/26/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00434039	08/21/18	08/24/18	Captions	Captions Not working/starting	Phone Being RMA'd
00528877	08/21/18	08/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00517398	08/21/18	09/04/18	Caption Phone	Losing internet connection	Customer Refused Additional Support
00405055	08/21/18	08/21/18	Captions	Captions not accurate	Caption Issue escalated
00419810	08/21/18	08/21/18	Captions	Captions Not working/starting	Router/modem rebooted
00495021	08/21/18	08/24/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00463918	08/21/18	08/21/18	Captions	Captions Not working/starting	Installed/Replaced Router
00404921	08/21/18	08/21/18	Captions	Captions Not working/starting	Router/modem rebooted
00506245	08/21/18	08/24/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00533584	08/21/18	08/21/18	Caption Phone	Losing internet connection	Router/modem rebooted
00410375	08/21/18	08/21/18	Captions	Captions Not working/starting	Router/modem rebooted
00477096	08/21/18	08/21/18	Captions	Captions Not working/starting	Router/modem rebooted
00468924	08/21/18	08/21/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00481967	08/21/18	08/21/18	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00535418	08/21/18	08/21/18	Captions	Captions Not working/starting	Phone rebooted
00450873	08/21/18	08/21/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00433369	08/21/18	08/21/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00453291	08/21/18	08/21/18	Captions	Captions not accurate	No Trouble Found

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00421083	08/22/18	08/29/18	Captions	Captions Not working/starting	Router/modem rebooted
00482810	08/22/18	08/25/18	Captions	Captions Not working/starting	Outage resolved
00521548	08/22/18	08/24/18	Caption Phone	Answering machine isn't taking messages	Memory resource issue resolved
00476418	08/22/18	08/22/18	Caption Phone	Losing internet connection	Outage resolved
00423661	08/22/18	09/03/18	Caption Phone	Answering machine won't play messages	Training Provided
00426095	08/22/18	08/27/18	Captions	Captions Not working/starting	Phone rebooted
00409799	08/22/18	08/22/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00431325	08/22/18	08/22/18	Caption Phone	Answering machine won't play messages	No Issue Found
00434430	08/22/18	08/22/18	Caption Phone	Can't make and/or receive calls	Training provided
00430059	08/22/18	08/22/18	Captions	Captions Not working/starting	Phone rebooted
00482408	08/22/18	08/30/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00437198	08/22/18	08/26/18	Captions	Captions Not working/starting	Phone rebooted
00466570	08/22/18	08/22/18	Caption Phone	Answering machine won't play messages	Training provided
00476769	08/22/18	09/05/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00480458	08/22/18	08/22/18	Caption Phone	Losing internet connection	Wifi lookup
00546937	08/22/18	08/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00473748	08/22/18	08/22/18	Caption Phone	Can't make and/or receive calls	Wifi lookup
00413654	08/22/18	08/29/18	Caption Phone	Answering machine isn't taking messages	Unable to contact
00542985	08/22/18	10/09/18	Caption Phone	Screen unresponsive	No Issue Found
00480460	08/22/18	08/24/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00480461	08/22/18	08/22/18	Caption Phone	Can't make and/or receive calls	Device replaced
00444676	08/22/18	09/20/18	Captions	Captions Not working/starting	Router/modem rebooted
00544974	08/22/18	08/22/18	Captions	Captions Not working/starting	Training Provided
00511957	08/22/18	08/24/18	Caption Phone	Screen unresponsive	Part/Other
00411490	08/22/18	08/22/18	Captions	Captions Not working/starting	Training Provided
00456816	08/22/18	08/22/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00411354	08/22/18	08/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00504416	08/22/18	10/11/18	Caption Phone	Losing internet connection	Training Provided
00536896	08/22/18	09/12/18	Captions	Stopping during calls	Wifi reconnected (no reboot required)
00436461	08/22/18	10/23/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00452587	08/22/18	08/24/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00475594	08/22/18	08/24/18	Captions	Captions Not working/starting	Router/modem rebooted
00431571	08/22/18	08/31/18	Caption Phone	Losing internet connection	Part/Other
00543557	08/22/18	08/22/18	Captions	Captions Not working/starting	Phone rebooted
00547641	08/22/18	08/24/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00409033	08/22/18	08/31/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00420300	08/22/18	08/28/18	Captions	Captions Not working/starting	Phone rebooted
00453071	08/22/18	08/22/18	Captions	Captions Not working/starting	Phone rebooted
00427083	08/22/18	08/22/18	Caption Phone	Caller ID not working	No Issue with Phone or Service Found
00416378	08/22/18	08/22/18	Captions	Captions Not working/starting	Phone rebooted
00541201	08/22/18	08/24/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00431468	08/22/18	10/02/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00524631	08/22/18	08/22/18	Captions	Captions Not working/starting	Phone rebooted
00464936	08/22/18	08/22/18	Captions	Captions Not working/starting	Training Provided
00460850	08/22/18	08/22/18	Captions	Captions Not working/starting	Phone rebooted
00514152	08/22/18	08/22/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00549631	08/23/18	08/23/18	Caption Phone	Answering machine won't play messages	Issue on user's end, non-reproducible
00493289	08/23/18	08/23/18	Caption Phone	Answering machine won't play messages	Training provided
00445574	08/23/18	08/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00489999	08/23/18	08/23/18	Captions	Captions Not working/starting	Router/modem rebooted
00453443	08/23/18	08/23/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00520481	08/23/18	09/08/18	Caption Phone	Screen unresponsive	Device replaced
00420796	08/23/18	08/23/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00509619	08/23/18	08/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00448643	08/23/18	08/23/18	Caption Phone	Can't make and/or receive calls	Training Provided
00432873	08/23/18	08/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00539494	08/23/18	08/23/18	Captions	Captions Not working/starting	Router/modem rebooted
00542457	08/23/18	08/23/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00528416	08/23/18	08/25/18	Captions	Captions Not working/starting	Phone rebooted
00514483	08/23/18	08/28/18	Caption Phone	Losing internet connection	Wifi extender installed
00549632	08/23/18	08/23/18	Caption Phone	Answering machine won't play messages	Training provided
00420260	08/23/18	08/28/18	Captions	Captions Not working/starting	Phone rebooted
00538602	08/23/18	08/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00521129	08/23/18	08/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00445011	08/23/18	08/23/18	Captions	Captions Not working/starting	Phone setting adjusted
00531502	08/23/18	08/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00409111	08/23/18	09/14/18	Captions	Captions Not working/starting	Training Provided
00444328	08/23/18	08/23/18	Caption Phone	Screen unresponsive	Phone rebooted
00510746	08/23/18	08/26/18	Captions	Captions Not working/starting	Return Kit/PPML sent
00476337	08/23/18	09/03/18	Caption Phone	Screen unresponsive	Device replaced
00490000	08/23/18	08/25/18	Caption Phone	Losing internet connection	Training Provided
00541816	08/23/18	08/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00482899	08/23/18	08/23/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00479811	08/23/18	08/23/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00415052	08/23/18	09/11/18	Caption Phone	Losing internet connection	Outage resolved
00407841	08/23/18	08/24/18	Captions	Captions Not working/starting	Phone rebooted

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00424151	08/23/18	09/13/18	Caption Phone	Can't make and/or receive calls	Device replaced
00515847	08/23/18	08/23/18	Captions	Captions Not working/starting	Phone rebooted
00466203	08/23/18	08/25/18	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00408673	08/23/18	08/23/18	Captions	Captions Not working/starting	No Issue Found
00462092	08/23/18	08/23/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00410784	08/23/18	08/23/18	Caption Phone	Answering machine isn't taking messages	Training provided
00489093	08/23/18	09/05/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00448447	08/23/18	09/12/18	Caption Phone	Screen unresponsive	Device replaced
00446496	08/23/18	08/23/18	Captions	Captions Not working/starting	Phone rebooted
00409673	08/23/18	08/27/18	Caption Phone	Can't make and/or receive calls	Phone power reconnected
00508650	08/23/18	08/27/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00504208	08/23/18	09/03/18	Caption Phone	Caller ID not working	Customer Network/Environment Issue, Customer to Follow-up
00493816	08/23/18	09/24/18	Captions	Captions Not working/starting	Device replaced
00501399	08/23/18	08/23/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00535682	08/23/18	08/23/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00503559	08/23/18	08/23/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00471952	08/23/18	09/06/18	Caption Phone	Answering machine isn't taking messages	Unable to contact
00519203	08/23/18	09/04/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00538444	08/23/18	08/23/18	Captions	Captions Not working/starting	Training Provided
00424946	08/23/18	08/24/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00487342	08/23/18	09/09/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00415357	08/23/18	08/23/18	Captions	Captions Not working/starting	Training Provided
00526285	08/23/18	09/18/18	Caption Phone	Can't make and/or receive calls	Device moved
00497100	08/23/18	08/23/18	Caption Phone	Can't make and/or receive calls	Training provided
00434464	08/23/18	08/24/18	Caption Phone	Phone turns on and off by itself	Phone Being RMA'd
00532784	08/23/18	10/12/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00530795	08/23/18	08/23/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00441528	08/23/18	08/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00510678	08/23/18	08/24/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00409341	08/23/18	08/23/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00444340	08/23/18	08/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00469437	08/24/18	08/24/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00469881	08/24/18	08/29/18	Caption Phone	Caller ID not working	No Issue Found
00516910	08/24/18	08/24/18	Caption Phone	Can't make and/or receive calls	Phone power reconnected
00452782	08/24/18	08/24/18	Captions	Captions Not working/starting	No Issue Found
00434530	08/24/18	08/24/18	Caption Phone	Losing internet connection	Wifi extender installed
00463171	08/24/18	08/24/18	Caption Phone	Can't make and/or receive calls	Training Provided
00514137	08/24/18	08/24/18	Caption Phone	Answering machine won't play messages	Training provided
00416053	08/24/18	09/13/18	Caption Phone	Losing internet connection	No Issue Found
00505030	08/24/18	08/24/18	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00522664	08/24/18	08/24/18	Captions	Captions Not working/starting	Phone rebooted
00466521	08/24/18	09/04/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00407442	08/24/18	08/28/18	Captions	Captions Not working/starting	Unable to contact
00511861	08/24/18	08/24/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00450150	08/24/18	08/25/18	Captions	Captions Not working/starting	Installed/Replaced Router
00509045	08/24/18	08/24/18	Captions	Captions not accurate	Phone rebooted
00521149	08/24/18	08/24/18	Caption Phone	Answering machine won't play messages	Training provided
00438219	08/24/18	08/24/18	Captions	Captions Not working/starting	Phone rebooted
00542478	08/24/18	08/24/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00452606	08/24/18	08/24/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00424669	08/24/18	08/24/18	Caption Phone	Answering machine won't play messages	No Issue Found
00516827	08/24/18	09/12/18	Caption Phone	Losing internet connection	Wifi extender installed
00422028	08/24/18	08/24/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00457182	08/24/18	08/24/18	Caption Phone	Losing internet connection	Wifi lookup
00420512	08/24/18	10/05/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00476281	08/24/18	08/28/18	Caption Phone	Screen won't turn off/turn on	Phone power reconnected
00418419	08/24/18	09/06/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00483315	08/24/18	10/15/18	Caption Phone	Losing internet connection	Phone rebooted
00468423	08/24/18	09/04/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00417927	08/24/18	08/24/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00505936	08/24/18	08/24/18	Caption Phone	Losing internet connection	Training Provided
00498113	08/24/18	08/28/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00548673	08/24/18	08/28/18	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00437987	08/24/18	08/24/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00419475	08/24/18	08/24/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00417139	08/24/18	09/03/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00451193	08/24/18	08/24/18	Captions	Captions Not working/starting	Phone rebooted
00510399	08/24/18	08/28/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00420879	08/24/18	08/24/18	Caption Phone	Losing internet connection	Phone rebooted
00415270	08/24/18	08/24/18	Caption Phone	Can't make and/or receive calls	Software updates
00440233	08/24/18	08/24/18	Caption Phone	Answering machine won't play messages	Training Provided
00410316	08/24/18	08/27/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00450317	08/24/18	08/24/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00514977	08/24/18	08/29/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00516368	08/24/18	09/12/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00489404	08/24/18	10/08/18	Captions	Captions Not working/starting	Ethernet cable reconnected

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00425024	08/24/18	09/05/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00464490	08/24/18	08/25/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00510546	08/24/18	08/28/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00440101	08/24/18	11/27/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00507766	08/24/18	08/28/18	Captions	Captions Not working/starting	Phone rebooted
00466840	08/24/18	09/04/18	Captions	Captions Not working/starting	No Issue Found
00453816	08/24/18	10/12/18	Captions	Captions Not working/starting	Unable to contact
00504403	08/24/18	08/24/18	Caption Phone	Answering machine isn't taking messages	Training provided
00499024	08/24/18	08/24/18	Caption Phone	Answering machine isn't taking messages	Training provided
00425164	08/25/18	09/10/18	Captions	Captions Not working/starting	Phone rebooted
00541429	08/25/18	08/25/18	Captions	Captions Not working/starting	Phone rebooted
00415107	08/25/18	08/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00514887	08/25/18	08/25/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00516498	08/25/18	08/25/18	Caption Phone	Caller ID not working	No Issue Found
00539354	08/25/18	09/09/18	Caption Phone	Screen unresponsive	Device replaced
00450396	08/25/18	08/25/18	Captions	Captions Not working/starting	Router/modem rebooted
00474481	08/25/18	09/25/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00446463	08/25/18	08/25/18	Captions	Captions Not working/starting	Router/modem rebooted
00534615	08/25/18	08/25/18	Caption Phone	Answering machine isn't taking messages	Device moved
00433753	08/25/18	09/03/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00493077	08/25/18	08/25/18	Captions	Captions Not working/starting	Router/modem rebooted
00530096	08/25/18	09/11/18	Captions	Captions Not working/starting	Phone setting adjusted
00515527	08/25/18	09/28/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00452459	08/25/18	11/04/18	Captions	Captions Not working/starting	Phone rebooted
00453381	08/25/18	08/25/18	Captions	Captions Not working/starting	Phone line reconnected, resolved
00407671	08/25/18	08/25/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00461884	08/25/18	08/27/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00488171	08/25/18	08/25/18	Caption Phone	Screen won't turn off/turn on	Phone setting adjusted
00529165	08/25/18	08/25/18	Captions	Captions Not working/starting	No Trouble Found
00524077	08/25/18	09/08/18	Caption Phone	Is stuck on the boot up screen	Device replaced
00535483	08/25/18	10/03/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00426526	08/25/18	08/25/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00405064	08/26/18	09/03/18	Captions	Captions not accurate	Caption Issue escalated
00482942	08/26/18	08/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00479854	08/26/18	10/12/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00451269	08/26/18	08/30/18	Captions	Captions Not working/starting	Router/modem rebooted
00512855	08/26/18	08/26/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00438642	08/26/18	08/26/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00467719	08/26/18	08/26/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00470936	08/26/18	09/21/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00449368	08/26/18	09/06/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00516824	08/26/18	09/07/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00547087	08/26/18	09/07/18	Caption Phone	Is stuck on the boot up screen	Device replaced
00541614	08/26/18	08/26/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00443672	08/26/18	09/07/18	Captions	Captions Not working/starting	Router/modem rebooted
00426430	08/26/18	08/28/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00549091	08/26/18	09/12/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00528421	08/26/18	09/13/18	Captions	Captions Not working/starting	Phone rebooted
00549165	08/26/18	09/26/18	Captions	Captions Not working/starting	Training Provided
00527392	08/26/18	08/26/18	Captions	Captions Not working/starting	Router/modem rebooted
00486608	08/26/18	09/04/18	Captions	Captions Not working/starting	Service status communicated
00468849	08/26/18	09/04/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00476402	08/26/18	08/27/18	Caption Phone	Screen unresponsive	Router/modem rebooted
00462609	08/26/18	08/26/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00553126	08/26/18	08/31/18	Captions	Captions Not working/starting	Phone rebooted
00512389	08/26/18	10/10/18	Captions	Captions Not working/starting	Phone rebooted
00533242	08/26/18	08/28/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00448538	08/27/18	08/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00529143	08/27/18	08/27/18	Caption Phone	Losing internet connection	Ethernet cable reconnected
00523259	08/27/18	08/27/18	Caption Phone	Answering machine won't play messages	Training Provided
00504746	08/27/18	08/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00493659	08/27/18	08/27/18	Captions	Stopping during calls	ISP/Telco service issue, customer to follow up
00490516	08/27/18	08/27/18	Captions	Captions not accurate	Phone rebooted
00407323	08/27/18	08/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00438932	08/27/18	08/27/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00449466	08/27/18	08/31/18	Captions	Captions Not working/starting	Router/modem rebooted
00409092	08/27/18	09/13/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00529010	08/27/18	09/20/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00548552	08/27/18	08/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00513352	08/27/18	08/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00437218	08/27/18	09/13/18	Captions	Stopping during calls	Phone setting adjusted
00413419	08/27/18	08/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00456141	08/27/18	08/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00412449	08/27/18	08/27/18	Captions	Captions Not working/starting	Phone rebooted
00451195	08/27/18	08/27/18	Captions	Captions Not working/starting	Phone rebooted
00434990	08/27/18	08/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up

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00538184	08/27/18	08/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00485268	08/27/18	08/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00552963	08/27/18	08/27/18	Caption Phone	Answering machine isn't taking messages	Training provided
00460351	08/27/18	08/27/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00481431	08/27/18	11/03/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00430721	08/27/18	09/25/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00463401	08/27/18	08/27/18	Captions	Captions not accurate	Training Provided
00475514	08/27/18	08/30/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00406175	08/27/18	09/10/18	Captions	Captions Not working/starting	Phone rebooted
00542421	08/27/18	08/27/18	Caption Phone	Losing internet connection	Router/modem rebooted
00491016	08/27/18	08/28/18	Captions	Captions Not working/starting	Router/modem rebooted
00457261	08/27/18	08/27/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00505348	08/27/18	08/27/18	Captions	Captions Not working/starting	Device moved
00431537	08/27/18	08/27/18	Captions	Captions Not working/starting	Phone rebooted
00442680	08/27/18	08/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00404380	08/27/18	09/04/18	Captions	Captions Not working/starting	Training Provided
00446420	08/27/18	09/12/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00507597	08/27/18	08/27/18	Captions	Captions Not working/starting	No Trouble Found
00546120	08/27/18	10/23/18	Captions	Captions Not working/starting	Unable to contact
00532992	08/27/18	09/12/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00549656	08/27/18	09/04/18	Captions	Captions Not working/starting	Unable to contact
00476343	08/27/18	08/27/18	Captions	Captions Not working/starting	Phone rebooted
00510176	08/27/18	09/05/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00441749	08/27/18	08/27/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00453632	08/27/18	08/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00418464	08/27/18	08/27/18	Captions	Captions Not working/starting	Phone rebooted
00521206	08/27/18	08/27/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00507485	08/27/18	08/27/18	Captions	Captions Not working/starting	Phone rebooted
00419916	08/27/18	08/29/18	Captions	Captions Not working/starting	Router/modem rebooted
00443134	08/28/18	09/26/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00406871	08/28/18	08/28/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00514482	08/28/18	08/28/18	Caption Phone	Losing internet connection	Wifi extender installed
00529331	08/28/18	09/17/18	Caption Phone	Phone turns on and off by itself	Device replaced
00441914	08/28/18	08/28/18	Captions	Captions Not working/starting	Router/modem rebooted
00528706	08/28/18	08/28/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00492271	08/28/18	09/05/18	Captions	Captions Not working/starting	Router/modem rebooted
00512715	08/28/18	08/28/18	Captions	Captions Not working/starting	Phone rebooted
00429748	08/28/18	08/28/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00442515	08/28/18	09/13/18	Captions	Captions Not working/starting	Phone rebooted
00423243	08/28/18	09/03/18	Captions	Captions Not working/starting	Phone rebooted
00406419	08/28/18	09/12/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00500835	08/28/18	08/31/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00446286	08/28/18	08/28/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00453242	08/28/18	08/28/18	Caption Phone	Can't make and/or receive calls	Training Provided
00491422	08/28/18	08/30/18	Captions	Captions Not working/starting	Phone rebooted
00500382	08/28/18	08/28/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00488357	08/28/18	08/31/18	Caption Phone	Phone turns on and off by itself	Phone Being RMA'd
00451572	08/28/18	09/14/18	Caption Phone	Can't make and/or receive calls	Part/Other
00412721	08/28/18	08/28/18	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00535237	08/28/18	09/03/18	Captions	Captions Not working/starting	Phone rebooted
00538302	08/28/18	09/04/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00537254	08/28/18	09/10/18	Captions	Captions Not working/starting	No Trouble Found
00462967	08/28/18	09/06/18	Captions	Captions Not working/starting	Phone rebooted
00425503	08/28/18	08/28/18	Captions	Captions Not working/starting	Router/modem rebooted
00428888	08/28/18	09/17/18	Captions	Captions Not working/starting	Phone rebooted
00474542	08/28/18	09/13/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00515081	08/28/18	08/28/18	Captions	Captions Not working/starting	Disabled firewall
00440441	08/28/18	08/28/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00521166	08/28/18	08/28/18	Caption Phone	Other party cannot hear me	Router/modem rebooted
00458548	08/28/18	08/28/18	Captions	Captions Not working/starting	Phone rebooted
00458549	08/28/18	08/28/18	Caption Phone	Losing internet connection	Phone rebooted
00518194	08/28/18	09/10/18	Captions	Captions Not working/starting	Router/modem rebooted
00439077	08/28/18	08/28/18	Captions	Captions Not working/starting	Phone rebooted
00479274	08/28/18	09/05/18	Caption Phone	Screen unresponsive	Device replaced
00524266	08/28/18	08/28/18	Captions	Captions Not working/starting	Router/modem rebooted
00442372	08/28/18	08/28/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00522953	08/28/18	08/28/18	Captions	Captions Not working/starting	No Issue Found
00462308	08/28/18	09/26/18	Caption Phone	Screen unresponsive	Device replaced
00475007	08/28/18	09/19/18	Captions	Captions Not working/starting	Phone rebooted
00507789	08/28/18	08/29/18	Caption Phone	Screen unresponsive	Phone rebooted
00462282	08/28/18	08/28/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00444958	08/28/18	09/04/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00409779	08/29/18	08/29/18	Caption Phone	Answering machine won't play messages	Training Provided
00430799	08/29/18	08/29/18	Caption Phone	Answering machine won't play messages	Customer Network/Environment Issue, Customer to Follow-up
00526932	08/29/18	08/29/18	Captions	Captions Not working/starting	Phone rebooted
00538414	08/29/18	09/17/18	Captions	Captions Not working/starting	No Issue Found

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00501091	08/29/18	08/29/18	Captions	Captions Not working/starting	Router/modem rebooted
00452822	08/29/18	08/29/18	Captions	Captions Not working/starting	Phone rebooted
00516950	08/29/18	10/05/18	Caption Phone	Answering machine won't play messages	Customer Refused Additional Support
00452517	08/29/18	09/25/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00445368	08/29/18	08/29/18	Captions	Captions Not working/starting	Phone rebooted
00551086	08/29/18	09/13/18	Caption Phone	Losing internet connection	Ethernet cable reconnected
00518311	08/29/18	09/04/18	Caption Phone	Phone turns on and off by itself	Phone rebooted
00506839	08/29/18	08/29/18	Captions	Captions not accurate	Caption Issue escalated
00452710	08/29/18	08/29/18	Caption Phone	Losing internet connection	Router/modem rebooted
00492523	08/29/18	11/19/18	Captions	Captions too far behind conversation/lagging	No Trouble Found
00441175	08/29/18	09/04/18	Captions	Captions Not working/starting	Environmental issue resolved
00523964	08/29/18	09/13/18	Captions	Captions Not working/starting	Phone rebooted
00523965	08/29/18	09/04/18	Captions	Captions Not working/starting	Phone rebooted
00497994	08/29/18	08/29/18	Caption Phone	Can't make and/or receive calls	Training Provided
00445339	08/29/18	08/29/18	Caption Phone	Losing internet connection	Router/modem rebooted
00428037	08/29/18	08/30/18	Captions	Captions Not working/starting	Phone rebooted
00469841	08/29/18	09/26/18	Caption Phone	Losing internet connection	Part/Other
00526046	08/29/18	08/29/18	Caption Phone	Other party cannot hear me	Phone rebooted
00523069	08/29/18	09/11/18	Caption Phone	Can't make and/or receive calls	Device moved
00423652	08/29/18	09/04/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00505326	08/29/18	10/04/18	Captions	Captions Not working/starting	Unable to contact
00498565	08/29/18	08/29/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00413733	08/29/18	08/31/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00446945	08/29/18	08/29/18	Caption Phone	Screen unresponsive	Phone rebooted
00541484	08/29/18	08/30/18	Captions	Captions Not working/starting	Phone rebooted
00519810	08/29/18	09/11/18	Caption Phone	Screen unresponsive	Device replaced
00507790	08/29/18	08/31/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00543655	08/29/18	09/11/18	Captions	Captions Not working/starting	Training Provided
00410107	08/29/18	09/12/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00457043	08/29/18	08/29/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00429225	08/29/18	08/30/18	Captions	Captions Not working/starting	Training provided
00435721	08/29/18	08/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00415108	08/29/18	08/31/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00441983	08/29/18	08/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00476494	08/29/18	09/26/18	Caption Phone	Losing internet connection	No Trouble Found
00516915	08/29/18	09/06/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00446968	08/29/18	08/29/18	Caption Phone	Losing internet connection	Wifi extender installed
00483928	08/29/18	09/03/18	Caption Phone	Answering machine won't play messages	Training Provided
00458375	08/29/18	09/04/18	Caption Phone	Losing internet connection	Router/modem rebooted
00411353	08/29/18	08/31/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00420868	08/29/18	09/28/18	Caption Phone	Losing internet connection	Training Provided
00440442	08/29/18	08/29/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00417297	08/29/18	09/04/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00423602	08/29/18	08/29/18	Captions	Captions Not working/starting	Router/modem rebooted
00498124	08/29/18	08/31/18	Captions	Captions Not working/starting	Phone Being RMA'd
00458970	08/29/18	08/29/18	Captions	Captions Not working/starting	No Trouble Found
00441018	08/29/18	08/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00495348	08/29/18	09/05/18	Caption Phone	Can't make and/or receive calls	Device moved
00476029	08/29/18	09/07/18	Caption Phone	Losing internet connection	Wifi extender installed
00418089	08/29/18	08/30/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00504899	08/29/18	08/30/18	Caption Phone	Screen unresponsive	Phone rebooted
00470540	08/30/18	09/12/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00434693	08/30/18	08/30/18	Captions	Captions Not working/starting	Router/modem rebooted
00534227	08/30/18	08/31/18	Captions	Captions Not working/starting	Device moved
00477381	08/30/18	08/30/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00470971	08/30/18	09/10/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00427829	08/30/18	09/11/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00474778	08/30/18	09/04/18	Caption Phone	Can't make and/or receive calls	Part/Other
00552595	08/30/18	09/07/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00499336	08/30/18	08/30/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00419488	08/30/18	09/06/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00451197	08/30/18	09/04/18	Captions	Captions Not working/starting	Caption Issue escalated
00498105	08/30/18	08/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00429113	08/30/18	09/17/18	Caption Phone	Screen won't turn off/turn on	No Issue Found
00453427	08/30/18	09/26/18	Captions	Captions Not working/starting	Part/Other
00436401	08/30/18	08/30/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00432169	08/30/18	08/30/18	Caption Phone	Answering machine isn't taking messages	Training provided
00432756	08/30/18	08/30/18	Captions	Captions Not working/starting	Router/modem rebooted
00511682	08/30/18	08/30/18	Captions	Captions Not working/starting	Router/modem rebooted
00420305	08/30/18	08/30/18	Captions	Captions Not working/starting	Router/modem rebooted
00436037	08/30/18	08/30/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00419340	08/30/18	08/30/18	Caption Phone	Losing internet connection	Wifi extender installed
00467472	08/30/18	08/30/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00477289	08/30/18	08/30/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00426245	08/30/18	09/14/18	Captions	Captions Not working/starting	Return Kit/PPML sent
00551025	08/30/18	09/03/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)

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00427885	08/30/18	08/30/18	Captions	Captions Not working/starting	No Issue Found
00536495	08/30/18	08/30/18	Caption Phone	Phone turns on and off by itself	No Trouble Found
00420778	08/30/18	09/03/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00430222	08/30/18	09/07/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00536117	08/30/18	09/17/18	Captions	Captions Not working/starting	Phone rebooted
00493331	08/30/18	08/30/18	Captions	Captions Not working/starting	No Trouble Found
00493896	08/30/18	09/04/18	Captions	Captions Not working/starting	Outage resolved
00434321	08/31/18	08/31/18	Caption Phone	Can't make and/or receive calls	Training provided
00414925	08/31/18	08/31/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00521539	08/31/18	08/31/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00422741	08/31/18	08/31/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00424167	08/31/18	09/03/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00529047	08/31/18	08/31/18	Captions	Captions Not working/starting	Phone rebooted
00458658	08/31/18	08/31/18	Caption Phone	Losing internet connection	Wifi lookup
00406363	08/31/18	09/17/18	Captions	Captions Not working/starting	Phone rebooted
00478794	08/31/18	08/31/18	Caption Phone	Losing internet connection	No Trouble Found
00456043	08/31/18	09/13/18	Caption Phone	Screen won't turn off/turn on	Unable to contact
00439730	08/31/18	09/07/18	Caption Phone	Answering machine isn't taking messages	Phone Being RMA'd
00414439	08/31/18	08/31/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00414921	08/31/18	08/31/18	Caption Phone	Other party cannot hear me	Phone rebooted
00524687	08/31/18	08/31/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00418734	08/31/18	09/22/18	Captions	Captions Not working/starting	Phone rebooted
00456541	08/31/18	09/03/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00471416	08/31/18	08/31/18	Caption Phone	Can't make and/or receive calls	Training Provided
00494634	08/31/18	09/04/18	Captions	Captions Not working/starting	Phone rebooted
00408961	08/31/18	09/13/18	Caption Phone	Is stuck on the boot up screen	Device replaced
00516648	08/31/18	08/31/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00503320	08/31/18	08/31/18	Captions	Captions Not working/starting	Phone rebooted
00458787	08/31/18	09/07/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00458788	08/31/18	08/31/18	Caption Phone	Screen unresponsive	Phone rebooted
00420201	08/31/18	09/04/18	Caption Phone	Screen unresponsive	Phone rebooted
00466956	08/31/18	08/31/18	Captions	Captions Not working/starting	Phone rebooted
00424191	08/31/18	09/04/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00526523	08/31/18	09/01/18	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00420069	08/31/18	08/31/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00453243	09/01/18	09/01/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00452642	09/01/18	10/12/18	Caption Phone	Screen unresponsive	No Issue with Phone or Service Found
00443871	09/01/18	10/04/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00494211	09/01/18	09/01/18	Captions	Captions Not working/starting	Phone rebooted
00495302	09/01/18	11/07/18	Captions	Captions Not working/starting	No Trouble Found
00412074	09/01/18	09/01/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00442408	09/01/18	09/01/18	Caption Phone	Caller ID not working	No Issue Found
00425901	09/01/18	10/04/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00447991	09/01/18	09/01/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00511371	09/01/18	10/23/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00499537	09/01/18	09/01/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00450794	09/01/18	09/08/18	Caption Phone	Answering machine isn't taking messages	Training provided
00463429	09/01/18	10/09/18	Caption Phone	Losing internet connection	Environmental issue resolved
00549278	09/02/18	09/02/18	Captions	Captions Not working/starting	Phone rebooted
00432884	09/02/18	09/22/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00445211	09/02/18	09/02/18	Captions	Captions Not working/starting	Phone rebooted
00470735	09/02/18	09/02/18	Captions	Captions Not working/starting	No Trouble Found
00432505	09/03/18	09/04/18	Captions	Captions Not working/starting	Phone rebooted
00454659	09/03/18	09/03/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00541453	09/03/18	09/24/18	Captions	Captions Not working/starting	Phone rebooted
00469713	09/03/18	09/04/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00544185	09/03/18	09/10/18	Caption Phone	Can't make and/or receive calls	Part/Other
00422164	09/03/18	09/03/18	Caption Phone	Phone turns on and off by itself	No Issue Found
00423665	09/03/18	09/13/18	Captions	Captions Not working/starting	Phone rebooted
00545190	09/03/18	09/03/18	Captions	Captions Not working/starting	No Trouble Found
00431525	09/03/18	09/03/18	Captions	Captions Not working/starting	Phone rebooted
00414667	09/03/18	09/03/18	Caption Phone	Can't make and/or receive calls	Training provided
00534704	09/03/18	09/04/18	Caption Phone	Caller ID not working	Training provided
00438456	09/03/18	09/03/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00433614	09/03/18	09/06/18	Captions	Captions Not working/starting	Phone rebooted
00460352	09/03/18	09/03/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00427820	09/03/18	10/08/18	Caption Phone	Can't make and/or receive calls	Device replaced
00549248	09/03/18	09/03/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00426379	09/04/18	09/04/18	Caption Phone	Screen won't turn off/turn on	Training provided
00494965	09/04/18	09/04/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00490361	09/04/18	09/13/18	Caption Phone	Screen unresponsive	Device replaced
00525903	09/04/18	09/04/18	Caption Phone	Answering machine won't play messages	Training provided
00408557	09/04/18	09/11/18	Captions	Captions Not working/starting	Account Updated
00416939	09/04/18	09/04/18	Captions	Captions Not working/starting	Phone rebooted
00466691	09/04/18	09/07/18	Caption Phone	Losing internet connection	Router/modem rebooted
00463956	09/04/18	09/04/18	Caption Phone	Screen won't turn off/turn on	Environmental issue resolved

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00542609	09/04/18	09/04/18	Captions	Captions Not working/starting	Router/modem rebooted
00464144	09/04/18	09/04/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00497216	09/04/18	09/04/18	Captions	Captions Not working/starting	Router/modem rebooted
00546515	09/04/18	09/19/18	Caption Phone	Answering machine isn't taking messages	Customer Network/Environment Issue, Customer to Follow-up
00408525	09/04/18	09/04/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00512740	09/04/18	09/04/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00438978	09/04/18	09/07/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00469306	09/04/18	09/04/18	Caption Phone	Answering machine won't play messages	Training Provided
00524178	09/04/18	09/04/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00477297	09/04/18	09/04/18	Captions	Captions Not working/starting	Training Provided
00450318	09/04/18	09/04/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00420287	09/04/18	09/04/18	Caption Phone	Screen unresponsive	Part/Other
00427818	09/04/18	09/13/18	Captions	Captions Not working/starting	Phone rebooted
00431953	09/04/18	09/04/18	Captions	Captions Not working/starting	Router/modem rebooted
00468424	09/04/18	09/07/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00477972	09/04/18	09/05/18	Captions	Captions Not working/starting	Router/modem rebooted
00456278	09/04/18	09/25/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00456142	09/04/18	09/04/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00496377	09/04/18	10/19/18	Caption Phone	Screen won't turn off/turn on	Customer Refused Additional Support
00484367	09/04/18	09/04/18	Caption Phone	Losing internet connection	Issue on user's end, non-reproducible
00486336	09/04/18	09/18/18	Captions	Captions Not working/starting	Training provided
00507854	09/04/18	09/12/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00543438	09/04/18	09/04/18	Captions	Captions Not working/starting	Phone rebooted
00406367	09/04/18	09/04/18	Captions	Captions not accurate	Training Provided
00499271	09/04/18	09/05/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00412302	09/04/18	09/08/18	Caption Phone	Losing internet connection	Phone rebooted
00532966	09/04/18	09/06/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00487729	09/04/18	09/04/18	Captions	Captions Not working/starting	Device moved
00540704	09/04/18	09/04/18	Captions	Captions Not working/starting	Router/modem rebooted
00529144	09/04/18	09/09/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00423096	09/04/18	09/04/18	Caption Phone	Can't make and/or receive calls	Part/Other
00424494	09/04/18	09/04/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00545400	09/04/18	09/04/18	Captions	Captions Not working/starting	Phone rebooted
00528475	09/04/18	09/04/18	Captions	Captions Not working/starting	Training Provided
00489411	09/04/18	09/04/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00540039	09/05/18	09/05/18	Captions	Captions Not working/starting	Router/modem rebooted
00429935	09/05/18	09/11/18	Caption Phone	Other party cannot hear me	Phone power reconnected
00476344	09/05/18	09/05/18	Captions	Captions Not working/starting	Phone rebooted
00508368	09/05/18	10/11/18	Caption Phone	Caller ID not working	No Issue with Phone or Service Found
00515474	09/05/18	09/05/18	Caption Phone	Screen won't turn off/turn on	Router/modem rebooted
00517046	09/05/18	09/05/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00508678	09/05/18	09/09/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00545590	09/05/18	09/12/18	Caption Phone	Phone turns on and off by itself	Memory resource issue resolved
00432613	09/05/18	09/12/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00512753	09/05/18	09/05/18	Captions	Captions Not working/starting	Router/modem rebooted
00466477	09/05/18	10/11/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00545678	09/05/18	10/07/18	Captions	Captions Not working/starting	Training Provided
00537968	09/05/18	09/25/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00549132	09/05/18	09/13/18	Captions	Captions Not working/starting	Phone rebooted
00446696	09/05/18	09/18/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00546369	09/05/18	09/05/18	Caption Phone	Losing internet connection	Device moved
00484149	09/05/18	09/06/18	Captions	Captions Not working/starting	Phone rebooted
00469639	09/05/18	09/20/18	Captions	Captions Not working/starting	Part/Other
00420227	09/05/18	09/05/18	Caption Phone	Losing internet connection	Phone rebooted
00464025	09/05/18	09/07/18	Captions	Captions Not working/starting	Phone Being RMA'd
00513047	09/05/18	09/20/18	Captions	Captions Not working/starting	Phone rebooted
00546298	09/05/18	09/14/18	Caption Phone	Screen won't turn off/turn on	No Issue with Phone or Service Found
00525587	09/05/18	09/05/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00419569	09/05/18	09/05/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00408401	09/05/18	09/11/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00507989	09/05/18	09/05/18	Captions	Captions Not working/starting	Phone rebooted
00517683	09/05/18	11/26/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00436737	09/05/18	09/05/18	Caption Phone	Screen won't turn off/turn on	Device moved
00445444	09/05/18	09/05/18	Caption Phone	Losing internet connection	Phone rebooted
00544438	09/05/18	10/11/18	Caption Phone	Can't make and/or receive calls	Training Provided
00408435	09/05/18	09/06/18	Caption Phone	Losing internet connection	Router/modem rebooted
00517026	09/05/18	09/12/18	Caption Phone	Screen unresponsive	Phone rebooted
00478066	09/05/18	10/13/18	Caption Phone	Answering machine won't play messages	No Issue Found
00412105	09/05/18	09/05/18	Captions	Captions Not working/starting	Wifi lookup
00504589	09/05/18	09/05/18	Captions	Captions Not working/starting	Router/modem rebooted
00494492	09/05/18	09/05/18	Caption Phone	Screen unresponsive	Phone rebooted
00536788	09/05/18	09/05/18	Captions	Captions Not working/starting	Outage resolved
00429289	09/05/18	09/05/18	Captions	Captions Not working/starting	Training Provided
00469380	09/06/18	09/22/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00550314	09/06/18	09/19/18	Caption Phone	Can't make and/or receive calls	Training Provided
00457208	09/06/18	10/02/18	Caption Phone	Can't make and/or receive calls	Part/Other

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00412122	09/06/18	09/06/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00430800	09/06/18	09/25/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00548684	09/06/18	09/07/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00549178	09/06/18	09/19/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00542986	09/06/18	09/07/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00433322	09/06/18	09/06/18	Caption Phone	Screen unresponsive	Phone rebooted
00484024	09/06/18	09/12/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00445085	09/06/18	09/06/18	Caption Phone	Answering machine won't play messages	Training provided
00456296	09/06/18	09/06/18	Captions	Captions Not working/starting	Router/modem rebooted
00415750	09/06/18	09/06/18	Caption Phone	Screen won't turn off/turn on	Issue on user's end, non-reproducible
00512903	09/06/18	09/06/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00475573	09/06/18	10/02/18	Caption Phone	Screen unresponsive	Device replaced
00470880	09/06/18	09/06/18	Caption Phone	Phone turns on and off by itself	Device replaced
00430925	09/06/18	09/06/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00521888	09/06/18	09/06/18	Caption Phone	Losing internet connection	No Trouble Found
00418727	09/06/18	09/06/18	Caption Phone	Can't make and/or receive calls	Device moved
00526430	09/06/18	09/06/18	Caption Phone	Can't make and/or receive calls	Part/Other
00543033	09/06/18	09/07/18	Caption Phone	Is stuck on the boot up screen	Device replaced
00523285	09/06/18	09/18/18	Caption Phone	Screen unresponsive	Device replaced
00489069	09/06/18	09/06/18	Caption Phone	Other party cannot hear me	Phone rebooted
00500442	09/06/18	09/06/18	Caption Phone	Other party cannot hear me	No Issue Found
00459316	09/06/18	09/13/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00497861	09/06/18	09/06/18	Caption Phone	Is stuck on the boot up screen	Device replaced
00523164	09/06/18	09/06/18	Caption Phone	Can't make and/or receive calls	Part/Other
00523165	09/06/18	09/07/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00545938	09/06/18	09/13/18	Captions	Captions Not working/starting	Phone rebooted
00421435	09/06/18	09/06/18	Captions	Stopping during calls	Training Provided
00446869	09/06/18	09/06/18	Caption Phone	Losing internet connection	No Trouble Found
00497862	09/06/18	09/07/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00523166	09/06/18	09/07/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00541657	09/06/18	09/06/18	Captions	Captions Not working/starting	Router/modem rebooted
00416058	09/06/18	09/06/18	Captions	Captions Not working/starting	Phone rebooted
00523411	09/07/18	09/22/18	Caption Phone	Other party cannot hear me	Part/Other
00475789	09/07/18	09/07/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00457422	09/07/18	09/07/18	Captions	Captions Not working/starting	Router/modem rebooted
00467484	09/07/18	09/17/18	Captions	Captions Not working/starting	Phone rebooted
00438961	09/07/18	09/11/18	Captions	Captions Not working/starting	Phone rebooted
00549753	09/07/18	09/07/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00480840	09/07/18	10/03/18	Caption Phone	Losing internet connection	Customer Refused Additional Support
00543034	09/07/18	09/14/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00463323	09/07/18	09/07/18	Caption Phone	Losing internet connection	Part/Other
00490649	09/07/18	09/14/18	Caption Phone	Other party cannot hear me	Part/Other
00414067	09/07/18	09/07/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00416809	09/07/18	09/20/18	Caption Phone	Screen unresponsive	Device replaced
00464218	09/07/18	09/07/18	Caption Phone	Can't make and/or receive calls	Phone power reconnected
00424804	09/07/18	09/28/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00404405	09/07/18	09/11/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00441699	09/07/18	09/20/18	Caption Phone	Screen unresponsive	Device replaced
00476715	09/07/18	09/09/18	Captions	Captions Not working/starting	Phone rebooted
00540451	09/07/18	09/14/18	Caption Phone	Other party cannot hear me	Phone Being RMA'd
00492932	09/07/18	09/18/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00543406	09/07/18	09/07/18	Captions	Captions Not working/starting	Account Updated
00436445	09/07/18	09/10/18	Captions	Captions Not working/starting	Phone rebooted
00408527	09/07/18	09/07/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00438318	09/07/18	09/22/18	Caption Phone	Is stuck on the boot up screen	Device replaced
00511259	09/07/18	09/07/18	Captions	Captions Not working/starting	Phone rebooted
00460109	09/07/18	09/14/18	Caption Phone	Screen won't turn off/turn on	Device moved
00419519	09/07/18	09/29/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00446077	09/07/18	09/13/18	Captions	Captions Not working/starting	Phone rebooted
00494818	09/07/18	09/07/18	Caption Phone	Answering machine won't play messages	Training Provided
00497735	09/07/18	09/14/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00473800	09/07/18	09/07/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00445345	09/07/18	09/07/18	Caption Phone	Answering machine won't play messages	Training Provided
00512537	09/07/18	10/02/18	Caption Phone	Screen unresponsive	Replace cable, handset, accessory
00552220	09/07/18	09/26/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00408528	09/07/18	09/07/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00477256	09/07/18	09/09/18	Caption Phone	Can't make and/or receive calls	Training provided
00543656	09/07/18	09/07/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00414398	09/07/18	09/10/18	Caption Phone	Screen unresponsive	Replace cable, handset, accessory
00462892	09/07/18	10/02/18	Caption Phone	Can't make and/or receive calls	Part/Other
00453743	09/07/18	09/11/18	Captions	Captions Not working/starting	Router/modem rebooted
00539813	09/07/18	09/08/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00413087	09/07/18	09/07/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00429778	09/07/18	09/07/18	Captions	Captions Not working/starting	Router/modem rebooted
00413089	09/07/18	09/25/18	Caption Phone	Answering machine won't play messages	Training provided
00408618	09/08/18	09/08/18	Caption Phone	Can't make and/or receive calls	Phone rebooted

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00539724	09/08/18	09/17/18	Caption Phone	Screen unresponsive	Device replaced
00421943	09/08/18	10/03/18	Caption Phone	Can't make and/or receive calls	Device replaced
00530647	09/08/18	09/08/18	Caption Phone	Answering machine won't play messages	Training Provided
00485218	09/08/18	09/08/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00535953	09/08/18	10/07/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00449151	09/08/18	09/08/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00502784	09/08/18	09/08/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00543036	09/08/18	09/08/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00433323	09/08/18	09/08/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00494562	09/08/18	09/13/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00423341	09/08/18	09/10/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00427380	09/08/18	11/07/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00482780	09/08/18	09/08/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00499864	09/08/18	10/13/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00541030	09/08/18	09/16/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00501681	09/08/18	09/08/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00538210	09/08/18	09/08/18	Caption Phone	Answering machine won't play messages	Training Provided
00412107	09/08/18	09/19/18	Captions	Captions Not working/starting	Outage resolved
00411634	09/08/18	09/19/18	Captions	Captions Not working/starting	Wifi lookup
00408955	09/08/18	11/05/18	Caption Phone	Phone turns on and off by itself	Device replaced
00497133	09/08/18	09/08/18	Caption Phone	Answering machine isn't taking messages	No Issue Found
00535308	09/08/18	10/08/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00456444	09/08/18	09/08/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00534065	09/09/18	09/25/18	Caption Phone	Screen unresponsive	Phone rebooted
00496452	09/09/18	09/09/18	Captions	Captions Not working/starting	Phone rebooted
00548222	09/09/18	09/09/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00447039	09/09/18	12/07/18	Mobile Phone	Other party cannot hear me	Service status communicated
00538578	09/09/18	09/23/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00546949	09/09/18	09/13/18	Captions	Captions Not working/starting	Phone power reconnected
00517314	09/09/18	09/11/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00519788	09/09/18	09/09/18	Captions	Captions Not working/starting	Router/modem rebooted
00454682	09/09/18	09/10/18	Captions	Captions Not working/starting	Router/modem rebooted
00528794	09/09/18	09/09/18	Captions	Captions Not working/starting	Phone rebooted
00418829	09/09/18	09/09/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00551156	09/09/18	09/11/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00420023	09/09/18	09/09/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00503588	09/09/18	09/19/18	Captions	Captions Not working/starting	Unable to contact
00503591	09/09/18	09/12/18	Captions	Captions Not working/starting	Phone rebooted
00427449	09/09/18	09/09/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00472376	09/09/18	10/10/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00534714	09/09/18	09/18/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00542998	09/10/18	09/10/18	Caption Phone	Screen unresponsive	Training provided
00502475	09/10/18	09/10/18	Captions	Captions Not working/starting	Phone rebooted
00509547	09/10/18	09/10/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00496872	09/10/18	09/10/18	Caption Phone	Answering machine isn't taking messages	Customer Network/Environment Issue, Customer to Follow-up
00519729	09/10/18	09/11/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00474939	09/10/18	09/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00406217	09/10/18	09/10/18	Captions	Captions Not working/starting	Phone rebooted
00420281	09/10/18	09/10/18	Captions	Captions Not working/starting	Router/modem rebooted
00425964	09/10/18	09/10/18	Captions	Captions Not working/starting	Phone rebooted
00438050	09/10/18	09/10/18	Captions	Captions Not working/starting	Phone rebooted
00521199	09/10/18	09/10/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00427296	09/10/18	10/24/18	Caption Phone	Answering machine won't play messages	Training Provided
00442521	09/10/18	09/10/18	Caption Phone	Answering machine isn't taking messages	Training provided
00499110	09/10/18	09/10/18	Caption Phone	Phone turns on and off by itself	Device replaced
00490910	09/10/18	09/11/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00419432	09/10/18	09/10/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00524158	09/10/18	09/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00429846	09/10/18	09/10/18	Caption Phone	Losing internet connection	Training Provided
00504044	09/10/18	09/22/18	Caption Phone	Screen won't turn off/turn on	No Issue Found
00537095	09/10/18	09/10/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00431848	09/10/18	09/10/18	Captions	Captions Not working/starting	Phone rebooted
00424259	09/10/18	09/17/18	Captions	Captions Not working/starting	Router/modem rebooted
00505282	09/10/18	09/10/18	Captions	Captions Not working/starting	Phone rebooted
00413385	09/10/18	09/14/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00484909	09/10/18	09/20/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00421008	09/10/18	10/28/18	Caption Phone	Screen unresponsive	Training Provided
00415477	09/10/18	09/10/18	Captions	Captions Not working/starting	Phone setting adjusted
00465976	09/10/18	09/10/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00489670	09/10/18	09/10/18	Captions	Captions Not working/starting	Router/modem rebooted
00530144	09/10/18	09/10/18	Captions	Captions Not working/starting	Phone rebooted
00494626	09/10/18	09/10/18	Captions	Stopping during calls	Customer Refused Additional Support
00414339	09/10/18	09/10/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00476238	09/10/18	09/10/18	Captions	Captions Not working/starting	Phone rebooted
00496044	09/10/18	09/10/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00520881	09/10/18	09/27/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found

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00550787	09/10/18	09/10/18	Captions	Captions Not working/starting	Phone rebooted
00503651	09/10/18	09/10/18	Captions	Captions Not working/starting	Phone rebooted
00445225	09/10/18	09/10/18	Captions	Captions Not working/starting	Router/modem rebooted
00516729	09/10/18	10/11/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00428427	09/10/18	09/27/18	Captions	Captions Not working/starting	Phone rebooted
00546659	09/10/18	09/10/18	Captions	Captions Not working/starting	Router/modem rebooted
00545482	09/10/18	09/12/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00446625	09/11/18	09/18/18	Captions	Captions Not working/starting	Caption Issue escalated
00412331	09/11/18	09/11/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00481773	09/11/18	09/11/18	Captions	Captions not accurate	Caption Issue escalated
00458090	09/11/18	10/03/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00519731	09/11/18	09/14/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00506433	09/11/18	09/11/18	Captions	Captions Not working/starting	Phone rebooted
00419309	09/11/18	10/08/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00451340	09/11/18	09/12/18	Caption Phone	Losing internet connection	No Trouble Found
00483911	09/11/18	09/15/18	Caption Phone	Answering machine isn't taking messages	Device moved
00410322	09/11/18	09/12/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00531121	09/11/18	09/13/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00529312	09/11/18	09/11/18	Caption Phone	Losing internet connection	No Issue Found
00512548	09/11/18	09/11/18	Captions	Captions Not working/starting	Router/modem rebooted
00484777	09/11/18	09/27/18	Captions	Captions Not working/starting	Phone rebooted
00546407	09/11/18	09/11/18	Caption Phone	Losing internet connection	No Trouble Found
00508209	09/11/18	09/11/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00420092	09/11/18	09/11/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00497077	09/11/18	09/19/18	Captions	Captions Not working/starting	Wifi lookup
00520504	09/11/18	09/27/18	Caption Phone	Caller ID not working	No Issue Found
00521145	09/11/18	09/18/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00436240	09/11/18	09/11/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00476430	09/11/18	11/05/18	Captions	Captions Not working/starting	Phone rebooted
00491756	09/11/18	09/11/18	Caption Phone	Answering machine won't play messages	Training Provided
00408398	09/11/18	09/12/18	Captions	Captions Not working/starting	Router/modem rebooted
00534483	09/11/18	09/19/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00493660	09/11/18	09/17/18	Captions	Captions Not working/starting	Phone rebooted
00447003	09/11/18	09/11/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00527683	09/11/18	09/11/18	Captions	Captions Not working/starting	Phone rebooted
00542479	09/11/18	09/11/18	Captions	Captions Not working/starting	Router/modem rebooted
00447782	09/11/18	09/11/18	Captions	Captions Not working/starting	Phone rebooted
00439889	09/11/18	09/11/18	Caption Phone	Losing internet connection	No Trouble Found
00543082	09/11/18	09/20/18	Captions	Captions Not working/starting	Phone rebooted
00513922	09/11/18	09/22/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00469952	09/11/18	09/11/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00541886	09/11/18	09/11/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00542480	09/11/18	09/11/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00434548	09/11/18	09/11/18	Captions	Captions Not working/starting	Phone rebooted
00461399	09/11/18	09/11/18	Caption Phone	Answering machine won't play messages	Training provided
00410420	09/11/18	09/11/18	Captions	Captions Not working/starting	Router/modem rebooted
00443367	09/11/18	09/25/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00542122	09/11/18	09/20/18	Captions	Captions Not working/starting	Phone rebooted
00447117	09/11/18	09/11/18	Caption Phone	Other party cannot hear me	Device replaced
00508136	09/11/18	09/11/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00431300	09/11/18	11/14/18	Captions	Captions Not working/starting	Training Provided
00447118	09/11/18	09/14/18	Caption Phone	Other party cannot hear me	Phone Being RMA'd
00512691	09/11/18	10/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00471505	09/11/18	09/18/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00409096	09/11/18	09/11/18	Captions	Captions Not working/starting	Router/modem rebooted
00429544	09/11/18	09/11/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00448250	09/12/18	09/12/18	Caption Phone	Other party cannot hear me	Router/modem rebooted
00546793	09/12/18	09/12/18	Captions	Captions Not working/starting	Phone power reconnected
00424618	09/12/18	09/17/18	Captions	Captions Not working/starting	Router/modem rebooted
00530162	09/12/18	09/13/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00505732	09/12/18	09/14/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00490772	09/12/18	09/20/18	Caption Phone	Answering machine isn't taking messages	Unable to contact
00494327	09/12/18	09/22/18	Captions	Captions Not working/starting	Phone rebooted
00521058	09/12/18	09/17/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00468095	09/12/18	09/22/18	Captions	Captions Not working/starting	Router/modem rebooted
00482294	09/12/18	09/12/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00499190	09/12/18	09/21/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00494415	09/12/18	09/12/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00440149	09/12/18	09/18/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00464914	09/12/18	10/08/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00444476	09/12/18	10/08/18	Captions	Captions Not working/starting	Router/modem rebooted
00494532	09/12/18	09/12/18	Caption Phone	Answering machine isn't taking messages	Phone line reconnected, resolved
00424431	09/12/18	09/13/18	Captions	Captions Not working/starting	Phone rebooted
00458748	09/12/18	09/12/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00499337	09/12/18	09/14/18	Caption Phone	Screen unresponsive	Phone rebooted
00420021	09/12/18	09/13/18	Caption Phone	Can't make and/or receive calls	No Issue Found

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00458376	09/12/18	09/12/18	Caption Phone	Losing internet connection	No Issue Found
00462556	09/12/18	09/12/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00439942	09/12/18	09/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00462557	09/12/18	09/12/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00406845	09/12/18	09/20/18	Caption Phone	Can't make and/or receive calls	Service status communicated
00545739	09/12/18	09/27/18	Caption Phone	Losing internet connection	No Issue Found
00436884	09/12/18	09/28/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00476253	09/12/18	09/12/18	Captions	Captions Not working/starting	Phone rebooted
00420250	09/12/18	09/12/18	Captions	Captions Not working/starting	Phone rebooted
00445302	09/12/18	11/07/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00511176	09/12/18	09/14/18	Caption Phone	Phone turns on and off by itself	Phone rebooted
00485673	09/12/18	09/29/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00423647	09/12/18	11/21/18	Captions	Captions Not working/starting	Unable to contact
00446702	09/12/18	09/27/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00405283	09/13/18	09/13/18	Caption Phone	Can't make and/or receive calls	Part/Other
00411879	09/13/18	10/05/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00412970	09/13/18	09/25/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00452971	09/13/18	09/13/18	Caption Phone	Can't make and/or receive calls	Training Provided
00495585	09/13/18	09/13/18	Captions	Captions Not working/starting	Phone rebooted
00520603	09/13/18	09/19/18	Captions	Captions Not working/starting	Part/Other
00472732	09/13/18	09/13/18	Captions	Captions Not working/starting	Wifi lookup
00423028	09/13/18	09/13/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00463307	09/13/18	09/20/18	Captions	Captions Not working/starting	Phone rebooted
00512581	09/13/18	10/04/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00479451	09/13/18	10/06/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00421047	09/13/18	09/24/18	Caption Phone	Screen unresponsive	Device replaced
00426338	09/13/18	09/13/18	Captions	Captions Not working/starting	Training Provided
00475016	09/13/18	09/13/18	Captions	Captions Not working/starting	Phone rebooted
00476915	09/13/18	11/06/18	Captions	Captions Not working/starting	Caption Issue escalated
00428822	09/13/18	09/13/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00415393	09/13/18	09/27/18	Caption Phone	Losing internet connection	No Trouble Found
00498270	09/13/18	09/19/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00522046	09/13/18	09/13/18	Caption Phone	Answering machine won't play messages	No Issue with Phone or Service Found
00547210	09/13/18	09/21/18	Captions	Captions Not working/starting	Router/modem rebooted
00523480	09/13/18	09/16/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00468247	09/13/18	10/30/18	Captions	Captions Not working/starting	CC employee to retrieve device
00508654	09/13/18	09/13/18	Caption Phone	Losing internet connection	Customer Refused Additional Support
00513041	09/13/18	09/14/18	Captions	Captions Not working/starting	Phone rebooted
00483983	09/13/18	09/14/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00515618	09/13/18	09/21/18	Captions	Captions Not working/starting	Training provided
00545171	09/13/18	09/13/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00438102	09/13/18	09/23/18	Caption Phone	Screen unresponsive	ISP/Telco service issue, customer to follow up
00478231	09/13/18	09/14/18	Captions	Captions Not working/starting	Router/modem rebooted
00526097	09/13/18	09/13/18	Caption Phone	Losing internet connection	Router/modem rebooted
00442221	09/13/18	09/27/18	Captions	Captions Not working/starting	Phone rebooted
00542968	09/13/18	09/24/18	Captions	Captions Not working/starting	Unable to contact
00422029	09/14/18	09/14/18	Captions	Captions Not working/starting	Phone rebooted
00533174	09/14/18	09/15/18	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00409275	09/14/18	09/14/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00413866	09/14/18	09/14/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00418092	09/14/18	09/14/18	Captions	Captions Not working/starting	No Issue Found
00445978	09/14/18	09/14/18	Caption Phone	Answering machine won't play messages	Training provided
00468017	09/14/18	09/25/18	Caption Phone	Screen unresponsive	Device replaced
00473001	09/14/18	09/20/18	Caption Phone	Losing internet connection	Customer Refused Additional Support
00450953	09/14/18	09/14/18	Caption Phone	Can't make and/or receive calls	Part/Other
00475017	09/14/18	09/14/18	Captions	Captions Not working/starting	Training Provided
00539377	09/14/18	09/14/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00427111	09/14/18	09/18/18	Captions	Captions Not working/starting	Router/modem rebooted
00469886	09/14/18	09/14/18	Caption Phone	Answering machine won't play messages	Training provided
00501984	09/14/18	09/22/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00530646	09/14/18	09/14/18	Caption Phone	Answering machine won't play messages	Training Provided
00416644	09/14/18	09/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00529345	09/14/18	09/18/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00442654	09/14/18	09/22/18	Captions	Captions Not working/starting	Phone rebooted
00462558	09/14/18	09/21/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00438011	09/14/18	09/17/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00521130	09/14/18	11/02/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00518890	09/14/18	09/16/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00420817	09/14/18	09/21/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00533461	09/14/18	09/25/18	Caption Phone	Can't make and/or receive calls	Training provided
00461610	09/14/18	09/14/18	Captions	Captions Not working/starting	Router/modem rebooted
00488520	09/14/18	09/14/18	Caption Phone	Can't make and/or receive calls	Installed/Replaced Router
00422348	09/14/18	10/12/18	Captions	Captions Not working/starting	Wifi extender installed
00469498	09/14/18	09/14/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00446185	09/14/18	10/08/18	Captions	Captions Not working/starting	No Trouble Found
00446048	09/14/18	09/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted

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00492985	09/14/18	09/14/18	Captions	Captions Not working/starting	Router/modem rebooted
00504833	09/15/18	09/27/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00522659	09/15/18	09/15/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00439078	09/15/18	09/15/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00448986	09/15/18	09/20/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00518815	09/15/18	09/21/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00440532	09/15/18	09/28/18	Caption Phone	Screen unresponsive	Device replaced
00410217	09/15/18	10/22/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00464262	09/15/18	09/15/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00497716	09/15/18	09/18/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00485714	09/15/18	09/18/18	Captions	Captions Not working/starting	Account Updated
00417511	09/15/18	10/07/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00498024	09/15/18	09/18/18	Captions	Captions Not working/starting	Phone rebooted
00548256	09/15/18	10/06/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00460645	09/16/18	09/16/18	Captions	Captions Not working/starting	Outage resolved
00475429	09/16/18	09/23/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00486149	09/16/18	09/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00545699	09/16/18	09/16/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00444463	09/16/18	10/04/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00463291	09/16/18	09/28/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00472758	09/16/18	09/16/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00413264	09/16/18	09/16/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00405723	09/16/18	09/16/18	Captions	Captions Not working/starting	Router/modem rebooted
00546717	09/16/18	09/16/18	Captions	Captions Not working/starting	Router/modem rebooted
00499874	09/16/18	09/16/18	Captions	Captions Not working/starting	Phone rebooted
00433732	09/16/18	09/17/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00436316	09/16/18	09/16/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00478565	09/16/18	09/26/18	Caption Phone	Can't make and/or receive calls	Part/Other
00492519	09/17/18	09/19/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00417065	09/17/18	09/17/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00478689	09/17/18	09/17/18	Caption Phone	Screen unresponsive	Phone power reconnected
00427050	09/17/18	09/17/18	Captions	Captions Not working/starting	Training Provided
00520935	09/17/18	09/18/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00408489	09/17/18	09/17/18	Captions	Captions Not working/starting	Router/modem rebooted
00491423	09/17/18	09/17/18	Captions	Captions Not working/starting	Phone rebooted
00416566	09/17/18	11/05/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00443391	09/17/18	09/20/18	Captions	Captions Not working/starting	Phone rebooted
00479624	09/17/18	09/17/18	Captions	Captions Not working/starting	Phone rebooted
00521656	09/17/18	09/17/18	Caption Phone	Losing internet connection	Wifi extender installed
00425548	09/17/18	09/17/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00455476	09/17/18	09/26/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00480238	09/17/18	09/17/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00412352	09/17/18	10/06/18	Captions	Captions Not working/starting	Wifi lookup
00409108	09/17/18	10/19/18	Caption Phone	Losing internet connection	No Issue Found
00406364	09/17/18	09/21/18	Captions	Captions not accurate	Training provided
00453077	09/17/18	09/18/18	Captions	Captions Not working/starting	Phone rebooted
00458411	09/17/18	09/28/18	Captions	Captions Not working/starting	Phone rebooted
00508124	09/17/18	09/18/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00541597	09/17/18	09/24/18	Captions	Captions not accurate	No Trouble Found
00421051	09/17/18	09/17/18	Captions	Captions Not working/starting	Phone rebooted
00507676	09/17/18	09/25/18	Caption Phone	Screen unresponsive	Phone power reconnected
00485979	09/17/18	11/11/18	Caption Phone	Can't make and/or receive calls	Account Updated
00514905	09/17/18	11/12/18	Caption Phone	Can't make and/or receive calls	Part/Other
00545700	09/17/18	09/17/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00507997	09/17/18	09/20/18	Caption Phone	Losing internet connection	Ethernet cable reconnected
00463245	09/17/18	09/17/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00404455	09/17/18	09/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00545805	09/17/18	09/19/18	Captions	Captions Not working/starting	Wifi lookup
00544931	09/17/18	09/25/18	Caption Phone	Can't make and/or receive calls	Part/Other
00537823	09/17/18	10/08/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00409577	09/17/18	09/17/18	Captions	Captions Not working/starting	Device replaced
00408956	09/17/18	09/21/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00441084	09/17/18	09/19/18	Captions	Captions Not working/starting	No Issue Found
00480239	09/17/18	09/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00513042	09/17/18	11/13/18	Captions	Captions Not working/starting	No Issue Found
00532518	09/17/18	09/17/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00452741	09/17/18	09/18/18	Captions	Captions Not working/starting	Router/modem rebooted
00412000	09/17/18	09/17/18	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00467715	09/17/18	09/28/18	Caption Phone	Answering machine isn't taking messages	Return Kit/PPML sent
00539725	09/17/18	09/21/18	Caption Phone	Is stuck on the boot up screen	Phone Being RMA'd
00410644	09/17/18	09/17/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00415433	09/17/18	09/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00467165	09/17/18	09/17/18	Captions	Captions Not working/starting	Router/modem rebooted
00449802	09/17/18	09/29/18	Captions	Captions Not working/starting	Phone rebooted
00467176	09/17/18	09/18/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00500861	09/18/18	10/18/18	Caption Phone	Screen won't turn off/turn on	Part/Other

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00493897	09/18/18	09/25/18	Captions	Captions Not working/starting	Account Updated
00472557	09/18/18	09/18/18	Captions	Captions Not working/starting	Router/modem rebooted
00462269	09/18/18	09/18/18	Captions	Captions Not working/starting	Router/modem rebooted
00505833	09/18/18	10/13/18	Captions	Captions Not working/starting	Training Provided
00451150	09/18/18	09/18/18	Captions	Captions Not working/starting	Router/modem rebooted
00516711	09/18/18	09/18/18	Caption Phone	Answering machine won't play messages	Training provided
00452823	09/18/18	09/19/18	Caption Phone	Losing internet connection	Router/modem rebooted
00491899	09/18/18	09/21/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00511862	09/18/18	10/04/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00499875	09/18/18	09/18/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00484364	09/18/18	10/06/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00541976	09/18/18	09/21/18	Captions	Captions Not working/starting	Router/modem rebooted
00465201	09/18/18	09/18/18	Captions	Captions Not working/starting	Device replaced
00426650	09/18/18	09/27/18	Caption Phone	Losing internet connection	Device replaced
00505365	09/18/18	09/18/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00531002	09/18/18	09/20/18	Caption Phone	Can't make and/or receive calls	Device replaced
00529867	09/18/18	10/08/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00473474	09/18/18	09/24/18	Caption Phone	Screen won't turn off/turn on	No Issue Found
00409342	09/18/18	09/18/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00431748	09/18/18	10/09/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00416645	09/18/18	09/19/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00533229	09/18/18	09/18/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00482661	09/18/18	09/30/18	Captions	Captions Not working/starting	Phone rebooted
00467107	09/18/18	09/18/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00475496	09/18/18	09/28/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00445246	09/18/18	10/18/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00499326	09/18/18	09/18/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00458301	09/18/18	09/18/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00482826	09/19/18	09/19/18	Caption Phone	Is stuck on the boot up screen	Device replaced
00528795	09/19/18	09/20/18	Captions	Captions Not working/starting	No Issue Found
00482827	09/19/18	09/21/18	Caption Phone	Is stuck on the boot up screen	Phone Being RMA'd
00531019	09/19/18	09/20/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00551303	09/19/18	09/20/18	Captions	Captions Not working/starting	Phone rebooted
00465707	09/19/18	09/23/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00539166	09/19/18	09/26/18	Captions	Captions Not working/starting	Outage resolved
00523605	09/19/18	09/19/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00434149	09/19/18	09/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00507753	09/19/18	09/19/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00530797	09/19/18	09/19/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00533346	09/19/18	09/19/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00524142	09/19/18	10/09/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00408967	09/19/18	09/19/18	Captions	Captions Not working/starting	Phone rebooted
00499504	09/19/18	09/19/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00493024	09/19/18	09/19/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00429857	09/19/18	09/19/18	Captions	Captions Not working/starting	Router/modem rebooted
00514063	09/19/18	09/19/18	Captions	Captions Not working/starting	Phone rebooted
00462270	09/19/18	09/19/18	Caption Phone	Losing internet connection	Router/modem rebooted
00520768	09/19/18	09/19/18	Caption Phone	Answering machine won't play messages	Training Provided
00432790	09/19/18	09/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00441395	09/19/18	09/19/18	Captions	Stopping during calls	Phone rebooted
00423449	09/19/18	09/19/18	Caption Phone	Answering machine won't play messages	Training Provided
00420256	09/19/18	09/19/18	Caption Phone	Answering machine isn't taking messages	Training provided
00540489	09/19/18	09/19/18	Captions	Captions Not working/starting	Account Updated
00409028	09/19/18	09/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00449446	09/19/18	11/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00410424	09/19/18	10/17/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00458012	09/19/18	09/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00517981	09/19/18	09/25/18	Caption Phone	Answering machine won't play messages	Training provided
00460249	09/19/18	09/19/18	Caption Phone	Answering machine isn't taking messages	Training provided
00480825	09/19/18	09/19/18	Captions	Captions Not working/starting	Phone rebooted
00519922	09/19/18	09/19/18	Captions	Captions Not working/starting	Phone rebooted
00420788	09/19/18	09/23/18	Captions	Captions Not working/starting	Router/modem rebooted
00427051	09/19/18	09/19/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00457620	09/19/18	09/19/18	Caption Phone	Can't make and/or receive calls	Device moved
00481297	09/19/18	11/03/18	Caption Phone	Is stuck on the boot up screen	Issue on user's end, non-reproducible
00427052	09/19/18	10/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00461914	09/19/18	09/23/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00511706	09/19/18	09/19/18	Captions	Captions Not working/starting	Phone rebooted
00436878	09/19/18	09/19/18	Captions	Captions Not working/starting	Phone rebooted
00419588	09/19/18	09/21/18	Captions	Captions Not working/starting	Router/modem rebooted
00541039	09/19/18	09/25/18	Caption Phone	Answering machine won't play messages	Phone Being RMA'd
00469008	09/20/18	09/20/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00454051	09/20/18	09/26/18	Caption Phone	Answering machine isn't taking messages	Training provided
00405120	09/20/18	09/20/18	Captions	Captions Not working/starting	Router/modem rebooted
00518252	09/20/18	09/20/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00533999	09/20/18	10/25/18	Caption Phone	Screen unresponsive	Phone rebooted

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00414146	09/20/18	09/30/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00439578	09/20/18	10/06/18	Captions	Captions Not working/starting	Unable to contact
00504160	09/20/18	09/20/18	Caption Phone	Losing internet connection	Wifi extender installed
00486199	09/20/18	09/28/18	Caption Phone	Can't make and/or receive calls	Part/Other
00482019	09/20/18	09/20/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00469944	09/20/18	09/20/18	Captions	Captions Not working/starting	Router/modem rebooted
00502713	09/20/18	10/05/18	Captions	Captions Not working/starting	Router/modem rebooted
00547910	09/20/18	09/30/18	Captions	Captions Not working/starting	Part/Other
00473663	09/20/18	09/20/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00537368	09/20/18	09/20/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00478556	09/20/18	09/28/18	Caption Phone	Answering machine won't play messages	Router/modem rebooted
00507135	09/20/18	09/21/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00548302	09/20/18	09/20/18	Captions	Captions Not working/starting	Part/Other
00506583	09/20/18	09/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00495072	09/20/18	09/20/18	Captions	Captions Not working/starting	Unable to contact
00522355	09/20/18	10/04/18	Captions	Captions Not working/starting	Phone setting adjusted
00490706	09/20/18	09/20/18	Captions	Captions Not working/starting	Service status communicated
00545575	09/20/18	09/20/18	Captions	Captions Not working/starting	Router/modem rebooted
00499474	09/20/18	09/25/18	Caption Phone	Caller ID not working	Training Provided
00416811	09/20/18	09/26/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00426096	09/20/18	09/20/18	Captions	Captions Not working/starting	Phone rebooted
00506434	09/20/18	11/11/18	Captions	Captions Not working/starting	Router/modem rebooted
00498876	09/20/18	09/20/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00473764	09/20/18	09/20/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00519881	09/20/18	09/20/18	Caption Phone	Can't make and/or receive calls	Training Provided
00409343	09/20/18	09/20/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00418279	09/20/18	09/21/18	Caption Phone	Phone turns on and off by itself	Training provided
00441176	09/20/18	09/23/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00534013	09/20/18	09/20/18	Captions	Captions Not working/starting	Router/modem rebooted
00470338	09/20/18	09/20/18	Captions	Captions Not working/starting	Phone rebooted
00421334	09/20/18	09/20/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00506942	09/20/18	10/02/18	Captions	Captions not accurate	Training Provided
00485259	09/20/18	09/20/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00405289	09/20/18	09/20/18	Caption Phone	Can't make and/or receive calls	Phone power reconnected
00503652	09/20/18	10/13/18	Caption Phone	Answering machine isn't taking messages	No Issue Found
00471721	09/20/18	09/20/18	Caption Phone	Losing internet connection	Customer Refused Additional Support
00437701	09/20/18	09/20/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00495664	09/20/18	09/21/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00459692	09/20/18	09/20/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00501081	09/20/18	09/26/18	Captions	Captions Not working/starting	Router/modem rebooted
00533913	09/20/18	09/20/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00527387	09/20/18	09/21/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00432481	09/20/18	09/20/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00418296	09/20/18	09/25/18	Captions	Captions Not working/starting	Phone rebooted
00417446	09/20/18	09/20/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00431971	09/20/18	10/12/18	Caption Phone	Answering machine won't play messages	Training Provided
00455733	09/20/18	09/21/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00463287	09/20/18	09/20/18	Caption Phone	Other party cannot hear me	Phone Being RMA'd
00409029	09/20/18	09/20/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00509769	09/20/18	09/24/18	Caption Phone	Losing internet connection	Router/modem rebooted
00447005	09/21/18	09/25/18	Caption Phone	Can't make and/or receive calls	Part/Other
00517061	09/21/18	09/21/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00428851	09/21/18	11/04/18	Captions	Captions Not working/starting	Router/modem rebooted
00430998	09/21/18	09/21/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00440733	09/21/18	10/06/18	Caption Phone	Losing internet connection	No Issue Found
00515866	09/21/18	09/21/18	Caption Phone	Answering machine won't play messages	Training Provided
00436038	09/21/18	09/21/18	Caption Phone	Answering machine isn't taking messages	No Issue Found
00532249	09/21/18	10/24/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00551708	09/21/18	10/10/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00525379	09/21/18	09/21/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00516748	09/21/18	09/24/18	Captions	Captions Not working/starting	Phone rebooted
00495208	09/21/18	09/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00427569	09/21/18	09/28/18	Captions	Captions Not working/starting	Router/modem rebooted
00539552	09/21/18	09/21/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00410989	09/21/18	09/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00489214	09/21/18	10/30/18	Captions	Captions Not working/starting	Phone rebooted
00457228	09/21/18	09/26/18	Caption Phone	Losing internet connection	Customer Refused Additional Support
00499840	09/21/18	09/21/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00411741	09/21/18	09/21/18	Caption Phone	Losing internet connection	Environmental issue resolved
00501050	09/21/18	10/02/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00414927	09/21/18	09/28/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00495178	09/21/18	11/19/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00551717	09/21/18	09/21/18	Caption Phone	Screen unresponsive	Phone rebooted
00447120	09/21/18	09/21/18	Caption Phone	Answering machine won't play messages	Training Provided
00514746	09/21/18	09/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00533347	09/21/18	09/25/18	Caption Phone	Can't make and/or receive calls	Phone rebooted

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00418830	09/21/18	09/21/18	Caption Phone	Answering machine won't play messages	Training Provided
00487587	09/21/18	09/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00430001	09/21/18	09/28/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00470937	09/21/18	09/21/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00502476	09/21/18	09/21/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00504490	09/21/18	09/21/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00473979	09/21/18	09/21/18	Captions	Captions Not working/starting	Router/modem rebooted
00430333	09/21/18	10/02/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00461505	09/21/18	09/21/18	Captions	Captions Not working/starting	Phone rebooted
00538304	09/21/18	09/21/18	Caption Phone	Answering machine isn't taking messages	Training provided
00534211	09/21/18	09/24/18	Caption Phone	Losing internet connection	Training Provided
00425208	09/21/18	09/21/18	Caption Phone	Is stuck on the boot up screen	ISP/Telco service issue, customer to follow up
00486123	09/21/18	10/02/18	Caption Phone	Can't make and/or receive calls	Training provided
00409030	09/21/18	09/21/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00466456	09/21/18	09/24/18	Captions	Captions Not working/starting	Phone rebooted
00411770	09/21/18	09/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00419423	09/21/18	10/02/18	Captions	Captions Not working/starting	Phone rebooted
00511762	09/21/18	10/02/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00459790	09/21/18	09/21/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00537097	09/21/18	09/21/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00427806	09/21/18	09/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00529665	09/21/18	09/25/18	Caption Phone	Losing internet connection	Phone rebooted
00415007	09/21/18	10/03/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00506788	09/21/18	09/21/18	Caption Phone	Losing internet connection	Customer Network/Environment Issue, Customer to Follow-up
00428460	09/21/18	10/03/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00409582	09/21/18	11/08/18	Captions	Captions Not working/starting	Phone rebooted
00470965	09/22/18	09/22/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00473214	09/22/18	09/22/18	Captions	Captions Not working/starting	Phone setting adjusted
00410453	09/22/18	10/06/18	Captions	Captions Not working/starting	Account Updated
00532528	09/22/18	09/23/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00440497	09/22/18	10/12/18	Captions	Captions Not working/starting	Phone rebooted
00429044	09/22/18	09/22/18	Captions	Captions Not working/starting	Phone rebooted
00424709	09/22/18	09/22/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00495513	09/22/18	10/12/18	Caption Phone	Answering machine isn't taking messages	No Issue Found
00489288	09/22/18	11/04/18	Captions	Captions Not working/starting	Phone rebooted
00410384	09/22/18	11/12/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00488116	09/22/18	10/12/18	Caption Phone	Screen unresponsive	Customer Refused Additional Support
00418093	09/22/18	09/22/18	Caption Phone	Losing internet connection	Phone rebooted
00450958	09/22/18	09/25/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00534000	09/22/18	09/22/18	Caption Phone	Other party cannot hear me	No Issue with Phone or Service Found
00492121	09/22/18	10/02/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00420780	09/22/18	09/26/18	Caption Phone	Can't make and/or receive calls	Training Provided
00475022	09/22/18	09/22/18	Captions	Captions Not working/starting	Wifi lookup
00427790	09/22/18	10/05/18	Caption Phone	Phone turns on and off by itself	Device moved
00419026	09/23/18	09/23/18	Caption Phone	Screen unresponsive	Device replaced
00476490	09/23/18	10/03/18	Captions	Captions Not working/starting	Router/modem rebooted
00549864	09/23/18	10/02/18	Captions	Captions Not working/starting	Phone rebooted
00475662	09/23/18	09/25/18	Captions	Captions Not working/starting	Training Provided
00473950	09/23/18	09/23/18	Captions	Captions Not working/starting	Router/modem rebooted
00505053	09/23/18	09/23/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00543657	09/23/18	09/23/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00550110	09/23/18	09/23/18	Captions	Captions Not working/starting	Wifi lookup
00498031	09/23/18	09/23/18	Captions	Captions Not working/starting	Router/modem rebooted
00516190	09/23/18	09/23/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00447904	09/23/18	09/23/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00451374	09/23/18	09/28/18	Captions	Captions Not working/starting	Phone rebooted
00453080	09/23/18	10/13/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00507309	09/23/18	09/23/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00501082	09/23/18	09/23/18	Captions	Captions Not working/starting	Phone rebooted
00462042	09/23/18	09/23/18	Caption Phone	Screen unresponsive	Phone rebooted
00488510	09/23/18	09/24/18	Captions	Captions Not working/starting	Phone rebooted
00416743	09/23/18	09/30/18	Caption Phone	Losing internet connection	Router/modem cable reconnected
00519103	09/23/18	09/24/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00523217	09/24/18	10/05/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00533069	09/24/18	10/04/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00418260	09/24/18	10/03/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00462997	09/24/18	09/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00467858	09/24/18	09/24/18	Caption Phone	Screen unresponsive	Phone setting adjusted
00456750	09/24/18	09/24/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00458749	09/24/18	09/24/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00500432	09/24/18	10/09/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00419644	09/24/18	09/24/18	Captions	Captions Not working/starting	Phone setting adjusted
00549948	09/24/18	09/24/18	Captions	Captions Not working/starting	Phone rebooted
00437512	09/24/18	09/24/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00432630	09/24/18	09/24/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00522983	09/24/18	10/02/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved

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00412401	09/24/18	09/28/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00422276	09/24/18	09/24/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00480935	09/24/18	11/11/18	Captions	Captions Not working/starting	Training Provided
00551586	09/24/18	09/28/18	Captions	Captions Not working/starting	Router/modem rebooted
00421049	09/24/18	10/27/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00413356	09/24/18	09/24/18	Captions	Captions Not working/starting	No Issue Found
00465130	09/24/18	09/24/18	Caption Phone	Losing internet connection	Wifi extender installed
00502327	09/24/18	09/24/18	Caption Phone	Phone turns on and off by itself	Phone setting adjusted
00435901	09/24/18	10/27/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00488427	09/24/18	09/24/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00483340	09/24/18	10/08/18	Captions	Captions Not working/starting	No Trouble Found
00473925	09/24/18	09/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00435073	09/24/18	10/12/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00530205	09/24/18	10/01/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00449714	09/24/18	09/28/18	Caption Phone	Screen unresponsive	Device replaced
00468643	09/24/18	09/26/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00423500	09/24/18	10/02/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00548610	09/24/18	09/28/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00413436	09/24/18	10/03/18	Captions	Captions Not working/starting	Phone Being RMA'd
00425117	09/24/18	09/24/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00419589	09/24/18	10/02/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00508246	09/24/18	09/24/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00417891	09/24/18	10/02/18	Captions	Captions Not working/starting	Training Provided
00431964	09/24/18	09/24/18	Caption Phone	Screen won't turn off/turn on	No Issue with Phone or Service Found
00505054	09/24/18	09/26/18	Captions	Captions Not working/starting	Router/modem rebooted
00429545	09/25/18	10/07/18	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00451720	09/25/18	09/30/18	Caption Phone	Can't make and/or receive calls	Device replaced
00547325	09/25/18	09/25/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00458902	09/25/18	09/25/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00447442	09/25/18	10/04/18	Captions	Captions Not working/starting	Router/modem rebooted
00516499	09/25/18	09/26/18	Caption Phone	Phone turns on and off by itself	Environmental issue resolved
00432619	09/25/18	09/28/18	Captions	Captions Not working/starting	Phone rebooted
00440549	09/25/18	09/25/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00550252	09/25/18	10/06/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00407686	09/25/18	09/25/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00545040	09/25/18	09/28/18	Captions	Captions Not working/starting	Router/modem rebooted
00420933	09/25/18	10/05/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00430310	09/25/18	10/23/18	Captions	Captions Not working/starting	Unable to contact
00490431	09/25/18	10/04/18	Captions	Captions Not working/starting	Router/modem rebooted
00435618	09/25/18	09/25/18	Caption Phone	Screen unresponsive	Phone rebooted
00416646	09/25/18	09/25/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00446627	09/25/18	09/25/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00493156	09/25/18	10/10/18	Caption Phone	Can't make and/or receive calls	Part/Other
00538199	09/25/18	09/25/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00421796	09/25/18	09/25/18	Captions	Captions Not working/starting	Phone rebooted
00440933	09/25/18	09/25/18	Captions	Captions not accurate	Customer Refused Additional Support
00418832	09/25/18	09/25/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00464402	09/25/18	09/27/18	Captions	Captions Not working/starting	Phone rebooted
00411517	09/25/18	10/05/18	Caption Phone	Can't make and/or receive calls	Device moved
00497232	09/25/18	10/07/18	Captions	Captions Not working/starting	Part/Other
00453919	09/25/18	10/05/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00480373	09/25/18	10/19/18	Caption Phone	Losing internet connection	Unable to contact
00465075	09/25/18	10/04/18	Caption Phone	Is stuck on the boot up screen	ISP/Telco service issue, customer to follow up
00525345	09/25/18	10/02/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00539909	09/25/18	09/27/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00512498	09/25/18	10/12/18	Caption Phone	Answering machine isn't taking messages	Training provided
00435134	09/25/18	10/03/18	Captions	Captions Not working/starting	Phone rebooted
00514565	09/25/18	09/28/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00493489	09/25/18	09/25/18	Caption Phone	Answering machine won't play messages	Phone Being RMA'd
00458340	09/25/18	10/03/18	Caption Phone	Losing internet connection	Wifi extender installed
00438619	09/25/18	09/25/18	Caption Phone	Losing internet connection	Phone rebooted
00441679	09/25/18	09/25/18	Captions	Captions Not working/starting	Phone rebooted
00523248	09/25/18	09/26/18	Caption Phone	Caller ID not working	No Trouble Found
00487008	09/26/18	09/26/18	Captions	Captions Not working/starting	Outage resolved
00472716	09/26/18	10/04/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00439021	09/26/18	10/02/18	Captions	Captions Not working/starting	Outage resolved
00548535	09/26/18	11/01/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00441101	09/26/18	09/26/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00542509	09/26/18	10/05/18	Caption Phone	Screen unresponsive	Phone power reconnected
00514647	09/26/18	11/13/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00526590	09/26/18	09/26/18	Caption Phone	Losing internet connection	Router/modem rebooted
00506573	09/26/18	09/26/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00487244	09/26/18	10/12/18	Captions	Captions Not working/starting	Router/modem rebooted
00542698	09/26/18	09/26/18	Captions	Captions Not working/starting	Unable to contact
00488684	09/26/18	09/26/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00496902	09/26/18	10/04/18	Captions	Captions Not working/starting	Router/modem rebooted

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00424185	09/26/18	09/26/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00408226	09/26/18	09/26/18	Captions	Captions Not working/starting	Phone rebooted
00513951	09/26/18	09/26/18	Captions	Captions Not working/starting	Router/modem rebooted
00467028	09/26/18	09/26/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00446066	09/26/18	10/24/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00492344	09/26/18	10/08/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00511152	09/26/18	09/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00416166	09/26/18	10/02/18	Captions	Captions Not working/starting	Phone rebooted
00404494	09/26/18	09/28/18	Caption Phone	Answering machine isn't taking messages	Training provided
00448987	09/26/18	09/26/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00535100	09/26/18	10/01/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00407641	09/26/18	10/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00533231	09/26/18	10/08/18	Caption Phone	Phone turns on and off by itself	Device replaced
00451087	09/26/18	09/26/18	Caption Phone	Screen unresponsive	Phone rebooted
00468153	09/26/18	09/26/18	Captions	Captions Not working/starting	Phone rebooted
00420139	09/26/18	09/26/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00414880	09/26/18	09/26/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00504995	09/26/18	10/03/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00434150	09/26/18	10/08/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00494939	09/26/18	10/03/18	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00423342	09/26/18	10/08/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00543391	09/26/18	10/01/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00524203	09/27/18	09/27/18	Captions	Captions Not working/starting	Wifi extender installed
00418180	09/27/18	09/27/18	Caption Phone	Answering machine won't play messages	Training provided
00407630	09/27/18	09/27/18	Caption Phone	Answering machine won't play messages	Training provided
00540354	09/27/18	10/04/18	Captions	Captions Not working/starting	Phone rebooted
00442471	09/27/18	09/27/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00472768	09/27/18	09/27/18	Caption Phone	Answering machine won't play messages	Training Provided
00508385	09/27/18	09/27/18	Caption Phone	Answering machine won't play messages	Training Provided
00506184	09/27/18	09/27/18	Caption Phone	Answering machine won't play messages	Training Provided
00530263	09/27/18	09/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00494908	09/27/18	09/27/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00494213	09/27/18	10/08/18	Captions	Captions Not working/starting	Router/modem rebooted
00452560	09/27/18	09/27/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00484521	09/27/18	09/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00415112	09/27/18	09/27/18	Caption Phone	Can't make and/or receive calls	Training Provided
00528588	09/27/18	09/27/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00533989	09/27/18	09/27/18	Captions	Captions Not working/starting	Phone rebooted
00433474	09/27/18	09/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00453246	09/27/18	09/28/18	Caption Phone	Can't make and/or receive calls	Training provided
00552781	09/27/18	09/27/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00464692	09/27/18	09/27/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00490036	09/27/18	09/27/18	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00538581	09/27/18	09/27/18	Caption Phone	Answering machine isn't taking messages	No Issue Found
00424243	09/27/18	09/27/18	Captions	Captions Not working/starting	No Issue Found
00522236	09/27/18	10/02/18	Caption Phone	Losing internet connection	Router/modem rebooted
00457563	09/27/18	09/27/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00549490	09/27/18	09/27/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00458790	09/27/18	09/28/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00468546	09/27/18	09/27/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00468547	09/27/18	10/07/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00494331	09/27/18	09/27/18	Caption Phone	Answering machine isn't taking messages	Customer Refused Additional Support
00415418	09/27/18	09/27/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00472712	09/27/18	09/27/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00550904	09/27/18	09/27/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00456893	09/27/18	09/27/18	Captions	Captions Not working/starting	Wifi lookup
00482763	09/27/18	09/27/18	Captions	Captions Not working/starting	Phone rebooted
00528135	09/27/18	09/27/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00508069	09/27/18	10/12/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00516629	09/27/18	10/08/18	Caption Phone	Can't make and/or receive calls	Ethernet cable reconnected
00431445	09/28/18	10/11/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00508486	09/28/18	10/13/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00429811	09/28/18	09/28/18	Captions	Captions Not working/starting	Phone rebooted
00442665	09/28/18	09/28/18	Captions	Captions Not working/starting	Router/modem rebooted
00473980	09/28/18	09/28/18	Captions	Captions Not working/starting	Phone rebooted
00549110	09/28/18	11/14/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00504964	09/28/18	09/30/18	Caption Phone	Losing internet connection	Unable to contact
00420431	09/28/18	09/28/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00436229	09/28/18	10/07/18	Caption Phone	Losing internet connection	Wifi lookup
00426032	09/28/18	10/03/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00487655	09/28/18	11/08/18	Caption Phone	Can't make and/or receive calls	Training Provided
00540353	09/28/18	10/12/18	Captions	Captions Not working/starting	No Issue Found
00480176	09/28/18	10/02/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00459948	09/28/18	10/03/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00486142	09/28/18	10/03/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00471683	09/28/18	09/28/18	Captions	Captions Not working/starting	Router/modem rebooted

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00540926	09/28/18	10/03/18	Captions	Captions not accurate	Training Provided
00476484	09/28/18	10/01/18	Captions	Captions Not working/starting	Phone rebooted
00456172	09/28/18	09/28/18	Captions	Captions not accurate	Return Kit/PPML sent
00537096	09/28/18	09/30/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00430128	09/28/18	09/28/18	Caption Phone	Answering machine won't play messages	Training provided
00494212	09/28/18	10/30/18	Captions	Captions Not working/starting	No Issue Found
00467509	09/28/18	10/09/18	Captions	Captions Not working/starting	No Issue Found
00476407	09/28/18	09/30/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00432066	09/28/18	10/17/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00473782	09/28/18	10/02/18	Caption Phone	Screen unresponsive	Unable to contact
00482816	09/28/18	10/13/18	Captions	Stopping during calls	Phone rebooted
00411504	09/28/18	10/04/18	Captions	Captions Not working/starting	Wifi extender installed
00531880	09/28/18	09/28/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00429196	09/28/18	10/02/18	Caption Phone	Answering machine isn't taking messages	Training provided
00521787	09/28/18	10/12/18	Caption Phone	Screen unresponsive	Phone rebooted
00530145	09/29/18	10/03/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00414844	09/29/18	09/29/18	Captions	Captions Not working/starting	Installed/Replaced Router
00463019	09/29/18	10/01/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00415416	09/29/18	09/29/18	Caption Phone	Answering machine isn't taking messages	No Issue Found
00470952	09/29/18	10/16/18	Caption Phone	Can't make and/or receive calls	Part/Other
00533332	09/29/18	10/12/18	Caption Phone	Screen unresponsive	Device replaced
00435348	09/29/18	10/05/18	Captions	Captions Not working/starting	Phone rebooted
00516354	09/29/18	09/30/18	Caption Phone	Can't make and/or receive calls	Account Updated
00527649	09/29/18	09/30/18	Caption Phone	Answering machine isn't taking messages	Customer Refused Additional Support
00476148	09/29/18	09/29/18	Captions	Captions Not working/starting	Router/modem rebooted
00469852	09/29/18	09/29/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00435695	09/29/18	10/10/18	Caption Phone	Can't make and/or receive calls	Training Provided
00441715	09/29/18	10/10/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00457899	09/29/18	10/12/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00436245	09/29/18	10/05/18	Captions	Captions Not working/starting	Phone rebooted
00482081	09/29/18	09/30/18	Caption Phone	Answering machine isn't taking messages	Training provided
00520252	09/30/18	09/30/18	Captions	Captions Not working/starting	Router/modem rebooted
00416859	09/30/18	10/03/18	Captions	Captions Not working/starting	Router/modem rebooted
00513067	09/30/18	10/05/18	Caption Phone	Screen unresponsive	Phone power reconnected
00435466	09/30/18	10/14/18	Captions	Captions Not working/starting	Router/modem rebooted
00436129	09/30/18	09/30/18	Caption Phone	Screen unresponsive	Device replaced
00495349	09/30/18	09/30/18	Caption Phone	Can't make and/or receive calls	Part/Other
00545847	09/30/18	10/08/18	Captions	Captions Not working/starting	Router/modem rebooted
00506276	09/30/18	10/04/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00462837	09/30/18	09/30/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00427607	09/30/18	10/04/18	Caption Phone	Answering machine won't play messages	Training provided
00511392	09/30/18	10/07/18	Captions	Captions Not working/starting	Account Updated
00526331	09/30/18	10/13/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00415816	10/01/18	10/01/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00549754	10/01/18	10/16/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00500785	10/01/18	10/01/18	Captions	Captions Not working/starting	Caption Issue escalated
00417094	10/01/18	10/02/18	Caption Phone	Answering machine isn't taking messages	Training provided
00443219	10/01/18	10/01/18	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00437946	10/01/18	10/01/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00417095	10/01/18	10/01/18	Captions	Captions Not working/starting	No Issue Found
00408600	10/01/18	10/01/18	Captions	Captions Not working/starting	Wifi lookup
00546560	10/01/18	10/24/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00537115	10/01/18	10/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00477146	10/01/18	10/05/18	Captions	Captions Not working/starting	Phone setting adjusted
00419670	10/01/18	10/04/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00545088	10/01/18	10/13/18	Captions	Captions Not working/starting	Phone rebooted
00525788	10/01/18	10/05/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00468111	10/01/18	10/18/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00412383	10/01/18	10/02/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00545597	10/01/18	10/01/18	Captions	Captions Not working/starting	Phone rebooted
00425841	10/01/18	10/01/18	Caption Phone	Answering machine won't play messages	Training provided
00494859	10/01/18	10/01/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00513559	10/01/18	10/01/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00418306	10/01/18	10/23/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00489816	10/01/18	10/05/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00407639	10/01/18	10/06/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00486108	10/01/18	10/02/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00405225	10/01/18	10/02/18	Captions	Captions Not working/starting	Account Updated
00480979	10/01/18	10/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00548812	10/01/18	10/01/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00435494	10/01/18	10/02/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00461136	10/01/18	10/01/18	Captions	Captions Not working/starting	Phone rebooted
00477245	10/01/18	10/05/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00410906	10/01/18	10/02/18	Caption Phone	Can't make and/or receive calls	Part/Other
00539406	10/01/18	10/02/18	Caption Phone	Other party cannot hear me	Training Provided
00487007	10/02/18	10/02/18	Caption Phone	Answering machine won't play messages	Training provided

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00410758	10/02/18	10/02/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00458854	10/02/18	10/02/18	Caption Phone	Screen unresponsive	Training provided
00462796	10/02/18	10/02/18	Caption Phone	Can't make and/or receive calls	Device replaced
00519805	10/02/18	10/02/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00510913	10/02/18	10/05/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00463402	10/02/18	10/02/18	Captions	Captions not accurate	Caption Issue escalated
00443324	10/02/18	11/15/18	Captions	Captions not accurate	Caption Issue escalated
00468984	10/02/18	10/02/18	Caption Phone	Can't make and/or receive calls	Device moved
00451281	10/02/18	10/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00513876	10/02/18	10/02/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00493723	10/02/18	10/02/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00482513	10/02/18	10/02/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00516370	10/02/18	10/05/18	Caption Phone	Answering machine isn't taking messages	Training provided
00504235	10/02/18	10/02/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00543084	10/02/18	10/02/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00431948	10/02/18	10/05/18	Captions	Captions Not working/starting	Wifi lookup
00487735	10/02/18	10/02/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00451857	10/02/18	10/02/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00505683	10/02/18	10/13/18	Caption Phone	Can't make and/or receive calls	Training Provided
00485674	10/02/18	10/08/18	Caption Phone	Can't make and/or receive calls	Device replaced
00524202	10/02/18	10/22/18	Caption Phone	Losing internet connection	Wifi extender installed
00550412	10/02/18	10/02/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00481873	10/02/18	10/02/18	Caption Phone	Other party cannot hear me	Phone line reconnected, resolved
00503873	10/02/18	10/02/18	Caption Phone	Answering machine won't play messages	Training provided
00422927	10/02/18	10/23/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00460877	10/02/18	10/02/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00438105	10/02/18	10/02/18	Caption Phone	Answering machine won't play messages	Training Provided
00445476	10/02/18	10/25/18	Caption Phone	Screen won't turn off/turn on	No Trouble Found
00438089	10/02/18	10/16/18	Captions	Captions Not working/starting	Shared network access issue, resolved
00431740	10/02/18	10/02/18	Caption Phone	Screen unresponsive	Device replaced
00493852	10/02/18	10/02/18	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00473181	10/02/18	10/02/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00444343	10/02/18	11/07/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00410796	10/02/18	11/12/18	Captions	Captions Not working/starting	Unable to contact
00441863	10/02/18	10/05/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00420562	10/02/18	10/11/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00519735	10/02/18	10/23/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00545045	10/02/18	10/06/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00528881	10/03/18	10/03/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00420202	10/03/18	11/15/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00540876	10/03/18	10/04/18	Caption Phone	Losing internet connection	No Issue Found
00432468	10/03/18	10/26/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00506729	10/03/18	10/03/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00535383	10/03/18	10/05/18	Captions	Captions Not working/starting	Router/modem rebooted
00431284	10/03/18	10/03/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00447163	10/03/18	10/03/18	Captions	Captions Not working/starting	Phone rebooted
00457621	10/03/18	10/24/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00504747	10/03/18	10/08/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00516951	10/03/18	11/14/18	Caption Phone	Answering machine won't play messages	No Issue Found
00432783	10/03/18	11/14/18	Caption Phone	Losing internet connection	Wifi lookup
00432793	10/03/18	10/19/18	Caption Phone	Losing internet connection	Wifi lookup
00441265	10/03/18	10/03/18	Captions	Captions Not working/starting	Phone rebooted
00524120	10/03/18	10/03/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00468966	10/03/18	10/03/18	Caption Phone	Losing internet connection	Wifi extender installed
00526697	10/03/18	10/03/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00546516	10/03/18	11/27/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00435714	10/03/18	10/03/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00437475	10/03/18	10/09/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00442550	10/03/18	10/03/18	Caption Phone	Screen unresponsive	Device replaced
00517805	10/03/18	11/13/18	Caption Phone	Losing internet connection	Wifi lookup
00440950	10/03/18	10/03/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00424710	10/03/18	10/03/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00419705	10/03/18	10/03/18	Captions	Captions Not working/starting	Phone rebooted
00473144	10/03/18	10/03/18	Caption Phone	Losing internet connection	Wifi extender installed
00458875	10/03/18	10/03/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00509665	10/03/18	10/03/18	Caption Phone	Answering machine won't play messages	Training Provided
00442004	10/03/18	10/03/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00487322	10/03/18	10/23/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00451317	10/03/18	10/03/18	Caption Phone	Can't make and/or receive calls	Return Kit/PPML sent
00461506	10/03/18	10/03/18	Captions	Captions Not working/starting	Router/modem rebooted
00486117	10/03/18	10/19/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00487809	10/03/18	10/03/18	Caption Phone	Is stuck on the boot up screen	Software updates
00463246	10/03/18	10/03/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00407700	10/03/18	10/08/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00413777	10/03/18	10/16/18	Captions	Captions not accurate	Account Deactivated
00505587	10/04/18	10/12/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted

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00524079	10/04/18	10/04/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00547388	10/04/18	10/04/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00511282	10/04/18	10/04/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00463310	10/04/18	10/12/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00543085	10/04/18	10/04/18	Caption Phone	Losing internet connection	Training Provided
00435607	10/04/18	10/04/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00408269	10/04/18	10/04/18	Caption Phone	Can't make and/or receive calls	Device replaced
00493332	10/04/18	10/04/18	Captions	Captions Not working/starting	Training Provided
00543086	10/04/18	10/04/18	Captions	Captions Not working/starting	Router/modem rebooted
00427925	10/04/18	10/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00509746	10/04/18	10/04/18	Captions	Captions Not working/starting	Training provided
00437461	10/04/18	10/13/18	Captions	Captions Not working/starting	Phone rebooted
00525527	10/04/18	10/04/18	Captions	Captions Not working/starting	Installed/Replaced Router
00444153	10/04/18	10/06/18	Captions	Captions Not working/starting	Router/modem rebooted
00498281	10/04/18	10/04/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00546341	10/04/18	10/04/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00428743	10/04/18	10/04/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00406152	10/04/18	10/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00422609	10/04/18	10/09/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00418064	10/04/18	10/05/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00526737	10/04/18	10/04/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00526567	10/04/18	10/04/18	Captions	Captions Not working/starting	Phone rebooted
00494224	10/04/18	10/04/18	Caption Phone	Losing internet connection	Wifi lookup
00425486	10/04/18	10/04/18	Captions	Captions Not working/starting	Phone rebooted
00418543	10/04/18	10/09/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00423238	10/04/18	11/08/18	Captions	Captions Not working/starting	Phone rebooted
00506847	10/04/18	10/12/18	Caption Phone	Losing internet connection	Customer Refused Additional Support
00490202	10/04/18	10/04/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00516932	10/04/18	10/19/18	Caption Phone	Screen won't turn off/turn on	Training Provided
00461137	10/04/18	10/04/18	Caption Phone	Losing internet connection	Wifi extender installed
00516712	10/04/18	10/05/18	Captions	Captions not accurate	No Issue Found
00451750	10/04/18	10/04/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00479190	10/04/18	10/13/18	Caption Phone	Losing internet connection	No Trouble Found
00477222	10/04/18	10/04/18	Caption Phone	Answering machine isn't taking messages	Training provided
00426003	10/04/18	10/15/18	Captions	Captions Not working/starting	Router/modem rebooted
00454945	10/04/18	10/07/18	Caption Phone	Losing internet connection	Unable to contact
00441652	10/05/18	10/05/18	Caption Phone	Can't make and/or receive calls	Part/Other
00425570	10/05/18	10/05/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00430169	10/05/18	10/05/18	Caption Phone	Losing internet connection	Wifi extender installed
00481547	10/05/18	10/05/18	Captions	Stopping during calls	No Issue Found
00541743	10/05/18	10/05/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00435533	10/05/18	10/17/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00510914	10/05/18	10/05/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00458796	10/05/18	10/05/18	Caption Phone	Losing internet connection	No Issue Found
00414736	10/05/18	10/05/18	Caption Phone	Losing internet connection	Ethernet cable reconnected
00486855	10/05/18	10/12/18	Captions	Captions Not working/starting	Router/modem rebooted
00533592	10/05/18	10/09/18	Captions	Captions Not working/starting	Router/modem rebooted
00458864	10/05/18	10/05/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00466994	10/05/18	10/16/18	Caption Phone	Losing internet connection	Environmental issue resolved
00519558	10/05/18	10/05/18	Captions	Captions Not working/starting	Router/modem rebooted
00549903	10/05/18	10/05/18	Caption Phone	Can't make and/or receive calls	Part/Other
00481363	10/05/18	10/07/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00409234	10/05/18	10/05/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00446086	10/05/18	10/10/18	Captions	Captions Not working/starting	Phone power reconnected
00486927	10/05/18	10/05/18	Captions	Captions Not working/starting	Router/modem rebooted
00521059	10/05/18	10/14/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00476592	10/05/18	10/12/18	Captions	Captions Not working/starting	Phone rebooted
00530345	10/05/18	10/22/18	Caption Phone	Answering machine isn't taking messages	Phone Being RMA'd
00460891	10/05/18	10/12/18	Captions	Captions Not working/starting	Unable to contact
00419027	10/05/18	10/05/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00418584	10/05/18	10/05/18	Captions	Captions Not working/starting	No Issue Found
00444345	10/05/18	10/05/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00414909	10/05/18	10/19/18	Caption Phone	Answering machine won't play messages	Training Provided
00459788	10/05/18	10/10/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00444714	10/05/18	10/06/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00464492	10/06/18	10/06/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00523064	10/06/18	10/06/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00462695	10/06/18	10/10/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00492039	10/06/18	10/06/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00480980	10/06/18	10/06/18	Caption Phone	Answering machine won't play messages	Training Provided
00409344	10/06/18	10/09/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00415342	10/06/18	10/08/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00511818	10/06/18	10/10/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00462082	10/06/18	10/07/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00548359	10/06/18	10/07/18	Captions	Captions Not working/starting	Shared network access issue, resolved
00540943	10/07/18	10/07/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible

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00550873	10/07/18	10/07/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00526541	10/07/18	11/07/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00534512	10/07/18	10/07/18	Captions	Captions Not working/starting	Environmental issue resolved
00487795	10/07/18	10/12/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00487092	10/07/18	10/07/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00485660	10/07/18	10/12/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00473403	10/07/18	10/08/18	Caption Phone	Answering machine won't play messages	Router/modem rebooted
00434491	10/08/18	10/09/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00550132	10/08/18	10/10/18	Caption Phone	Phone turns on and off by itself	No Issue with Phone or Service Found
00448539	10/08/18	10/08/18	Captions	Captions Not working/starting	Phone power reconnected
00441685	10/08/18	10/08/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00457622	10/08/18	10/08/18	Captions	Captions Not working/starting	Phone rebooted
00456818	10/08/18	10/23/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00480349	10/08/18	10/08/18	Captions	Captions Not working/starting	Router/modem rebooted
00438447	10/08/18	10/18/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00463034	10/08/18	10/08/18	Caption Phone	Answering machine won't play messages	Training Provided
00459694	10/08/18	10/08/18	Caption Phone	Phone turns on and off by itself	Device replaced
00439052	10/08/18	10/08/18	Caption Phone	Answering machine won't play messages	Training Provided
00503771	10/08/18	10/08/18	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00480695	10/08/18	10/08/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00423544	10/08/18	10/09/18	Captions	Stopping during calls	No Issue Found
00458840	10/08/18	11/06/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00546758	10/08/18	10/14/18	Caption Phone	Losing internet connection	No Issue Found
00547812	10/08/18	10/08/18	Caption Phone	Caller ID not working	Device replaced
00414975	10/08/18	11/08/18	Caption Phone	Screen unresponsive	Phone rebooted
00524682	10/08/18	10/09/18	Caption Phone	Answering machine won't play messages	Training Provided
00413793	10/08/18	10/08/18	Caption Phone	Answering machine isn't taking messages	Return Kit/PPML sent
00416744	10/08/18	10/08/18	Captions	Captions Not working/starting	Phone rebooted
00529082	10/08/18	10/08/18	Captions	Captions Not working/starting	Training Provided
00489413	10/08/18	10/08/18	Caption Phone	Losing internet connection	Phone rebooted
00514336	10/08/18	10/09/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00410317	10/08/18	10/08/18	Captions	Captions Not working/starting	Router/modem rebooted
00488108	10/08/18	10/08/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00546761	10/08/18	10/08/18	Captions	Captions Not working/starting	Router/modem rebooted
00461667	10/08/18	10/08/18	Captions	Captions not accurate	Training Provided
00436831	10/08/18	11/10/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00504439	10/08/18	10/08/18	Caption Phone	Screen won't turn off/turn on	Training provided
00418410	10/08/18	10/08/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00533837	10/08/18	10/10/18	Caption Phone	Caller ID not working	Training Provided
00509348	10/08/18	10/19/18	Captions	Captions Not working/starting	Phone rebooted
00442552	10/08/18	10/09/18	Caption Phone	Losing internet connection	Training Provided
00424251	10/09/18	10/09/18	Caption Phone	Screen unresponsive	Device replaced
00521283	10/09/18	10/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00453965	10/09/18	10/15/18	Caption Phone	Losing internet connection	Phone rebooted
00540996	10/09/18	10/24/18	Captions	Captions Not working/starting	Router/modem rebooted
00552695	10/09/18	10/09/18	Caption Phone	Screen unresponsive	Device replaced
00488597	10/09/18	11/07/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00509888	10/09/18	10/09/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00448802	10/09/18	11/07/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00463614	10/09/18	10/09/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00487419	10/09/18	11/07/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00423085	10/09/18	10/18/18	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00432958	10/09/18	10/09/18	Caption Phone	Losing internet connection	No Issue Found
00541456	10/09/18	10/10/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00446087	10/09/18	10/09/18	Caption Phone	Screen unresponsive	Training Provided
00435058	10/09/18	10/09/18	Caption Phone	Answering machine isn't taking messages	Training provided
00461513	10/09/18	10/30/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00469085	10/09/18	10/09/18	Caption Phone	Answering machine won't play messages	Customer Refused Additional Support
00531272	10/09/18	10/09/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00531983	10/09/18	10/09/18	Caption Phone	Can't make and/or receive calls	Training provided
00543146	10/09/18	10/12/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00444329	10/09/18	10/12/18	Captions	Captions Not working/starting	Router/modem rebooted
00450714	10/09/18	10/09/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00512838	10/09/18	10/09/18	Captions	Captions Not working/starting	Phone rebooted
00463232	10/09/18	10/30/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00431587	10/09/18	10/09/18	Caption Phone	Losing internet connection	No Issue Found
00437530	10/09/18	10/12/18	Caption Phone	Screen unresponsive	Device replaced
00424124	10/09/18	10/30/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00412419	10/09/18	10/09/18	Captions	Captions Not working/starting	Router/modem rebooted
00497863	10/09/18	10/09/18	Captions	Captions Not working/starting	No Issue Found
00541007	10/09/18	10/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00458762	10/09/18	10/09/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00476408	10/09/18	10/09/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00550832	10/09/18	10/23/18	Captions	Captions Not working/starting	Phone rebooted
00422791	10/09/18	10/10/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00501393	10/09/18	10/10/18	Caption Phone	Can't make and/or receive calls	No Trouble Found

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00476515	10/10/18	11/07/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00512830	10/10/18	10/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00424850	10/10/18	10/25/18	Captions	Captions too far behind conversation/lagging	No Issue Found
00451973	10/10/18	10/10/18	Captions	Captions too far behind conversation/lagging	Training Provided
00483565	10/10/18	10/13/18	Caption Phone	Phone turns on and off by itself	Device replaced
00448732	10/10/18	10/10/18	Caption Phone	Answering machine isn't taking messages	Training provided
00424289	10/10/18	10/10/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00425842	10/10/18	10/11/18	Captions	Captions Not working/starting	Router/modem rebooted
00438355	10/10/18	11/11/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00467287	10/10/18	10/10/18	Captions	Captions Not working/starting	Outage resolved
00451555	10/10/18	11/09/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00508336	10/10/18	10/23/18	Captions	Captions Not working/starting	Training Provided
00520917	10/10/18	10/13/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00445340	10/10/18	10/12/18	Caption Phone	Losing internet connection	Ethernet cable reconnected
00539713	10/10/18	10/10/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00425125	10/10/18	10/12/18	Caption Phone	Other party cannot hear me	Phone Being RMA'd
00489654	10/10/18	11/12/18	Caption Phone	Can't make and/or receive calls	Training Provided
00465746	10/10/18	10/10/18	Caption Phone	Other party cannot hear me	Phone Being RMA'd
00485364	10/10/18	10/10/18	Caption Phone	Screen unresponsive	Unable to contact
00430099	10/10/18	10/12/18	Caption Phone	Screen unresponsive	Training provided
00506615	10/10/18	10/12/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00512716	10/10/18	10/18/18	Captions	Captions Not working/starting	Outage resolved
00451721	10/10/18	10/10/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00501429	10/10/18	10/19/18	Captions	Captions Not working/starting	Outage resolved
00511251	10/10/18	10/16/18	Caption Phone	Answering machine isn't taking messages	Training provided
00435596	10/10/18	10/22/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00508944	10/10/18	10/11/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00502838	10/10/18	10/18/18	Caption Phone	Phone turns on and off by itself	Device replaced
00409345	10/10/18	10/26/18	Captions	Captions Not working/starting	Outage resolved
00512869	10/10/18	10/23/18	Caption Phone	Answering machine won't play messages	Training Provided
00530670	10/10/18	10/10/18	Caption Phone	Losing internet connection	No Issue Found
00414680	10/10/18	10/29/18	Caption Phone	Losing internet connection	Router/modem cable reconnected
00414681	10/10/18	10/12/18	Captions	Captions Not working/starting	Phone rebooted
00534118	10/10/18	10/16/18	Caption Phone	Losing internet connection	Training Provided
00498792	10/10/18	10/10/18	Captions	Captions Not working/starting	Outage resolved
00432433	10/10/18	10/26/18	Captions	Captions Not working/starting	Phone rebooted
00531780	10/10/18	10/10/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00540040	10/10/18	10/10/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00481439	10/10/18	10/10/18	Captions	Captions Not working/starting	Phone rebooted
00538614	10/10/18	10/10/18	Caption Phone	Answering machine won't play messages	Training Provided
00441630	10/10/18	10/10/18	Captions	Captions Not working/starting	Router/modem rebooted
00482981	10/10/18	10/11/18	Caption Phone	Screen won't turn off/turn on	Replace cable, handset, accessory
00465930	10/10/18	10/19/18	Captions	Captions Not working/starting	No Trouble Found
00498085	10/10/18	10/19/18	Captions	Captions Not working/starting	Phone rebooted
00521436	10/10/18	11/15/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00418728	10/10/18	10/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00494332	10/10/18	10/25/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00456242	10/10/18	10/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00412972	10/10/18	10/11/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00413817	10/10/18	10/12/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00467904	10/11/18	10/11/18	Caption Phone	Answering machine won't play messages	Outage resolved
00474514	10/11/18	10/12/18	Captions	Captions Not working/starting	Outage resolved
00416031	10/11/18	10/24/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00493818	10/11/18	10/11/18	Caption Phone	Answering machine isn't taking messages	Outage resolved
00431446	10/11/18	10/12/18	Captions	Captions Not working/starting	Outage resolved
00444824	10/11/18	10/12/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00512850	10/11/18	10/12/18	Captions	Captions Not working/starting	Phone Being RMA'd
00459052	10/11/18	10/12/18	Captions	Captions Not working/starting	Outage resolved
00425902	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00522305	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00552837	10/11/18	10/11/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00463067	10/11/18	10/12/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00453944	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00497871	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00538648	10/11/18	10/11/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00521261	10/11/18	10/11/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00422831	10/11/18	10/11/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00492040	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00522574	10/11/18	10/12/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00518332	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00520783	10/11/18	10/15/18	Captions	Captions Not working/starting	Phone rebooted
00428402	10/11/18	10/12/18	Captions	Captions Not working/starting	Outage resolved
00406877	10/11/18	10/11/18	Caption Phone	Losing internet connection	Outage resolved
00476836	10/11/18	10/11/18	Captions	Captions Not working/starting	Service status communicated
00472452	10/11/18	10/11/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00463591	10/11/18	10/12/18	Captions	Captions Not working/starting	Outage resolved

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00467919	10/11/18	10/11/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00510723	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00523711	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00446814	10/11/18	10/11/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00406153	10/11/18	10/11/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00538654	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00458938	10/11/18	10/24/18	Captions	Captions Not working/starting	Outage resolved
00405783	10/11/18	11/07/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00548656	10/11/18	10/12/18	Captions	Captions Not working/starting	Outage resolved
00433403	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00441509	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00442902	10/11/18	11/07/18	Captions	Captions Not working/starting	Outage resolved
00501430	10/11/18	10/29/18	Captions	Captions Not working/starting	Outage resolved
00464266	10/11/18	11/07/18	Captions	Captions Not working/starting	Outage resolved
00509602	10/11/18	10/11/18	Captions	Captions Not working/starting	Phone rebooted
00446637	10/11/18	11/07/18	Captions	Captions Not working/starting	Outage resolved
00520174	10/11/18	10/13/18	Captions	Captions Not working/starting	Outage resolved
00535331	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00479130	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00511219	10/11/18	10/12/18	Captions	Captions Not working/starting	Outage resolved
00482943	10/11/18	10/12/18	Captions	Captions Not working/starting	Outage resolved
00451247	10/11/18	10/11/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00477037	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00490825	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00466457	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00450762	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00515041	10/11/18	10/12/18	Captions	Captions Not working/starting	Outage resolved
00435846	10/11/18	10/11/18	Captions	Captions Not working/starting	Phone rebooted
00427260	10/11/18	10/13/18	Captions	Captions Not working/starting	No Issue Found
00514113	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00487950	10/11/18	10/13/18	Caption Phone	Can't make and/or receive calls	Service status communicated
00407730	10/11/18	10/13/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00443325	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00458412	10/11/18	10/13/18	Captions	Captions Not working/starting	Outage resolved
00506287	10/11/18	10/15/18	Captions	Captions Not working/starting	Outage resolved
00490934	10/11/18	10/11/18	Caption Phone	Can't make and/or receive calls	Training provided
00486928	10/11/18	10/11/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00514638	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00533471	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00413237	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00455277	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00472595	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00506450	10/11/18	10/11/18	Caption Phone	Caller ID not working	Phone rebooted
00489535	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00496768	10/11/18	11/16/18	Captions	Captions not accurate	Training Provided
00423092	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00434303	10/11/18	10/11/18	Captions	Captions Not working/starting	Unable to contact
00435949	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00539450	10/11/18	10/11/18	Captions	Captions Not working/starting	Service status communicated
00481694	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00426341	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00486345	10/11/18	10/31/18	Captions	Captions Not working/starting	Outage resolved
00426873	10/11/18	10/11/18	Captions	Captions Not working/starting	Service status communicated
00458629	10/11/18	10/11/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00543275	10/11/18	10/11/18	Captions	Captions Not working/starting	Service status communicated
00447704	10/11/18	10/11/18	Captions	Captions Not working/starting	Outage resolved
00516953	10/11/18	10/11/18	Captions	Captions Not working/starting	Service status communicated
00458703	10/11/18	10/11/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00525221	10/11/18	10/19/18	Captions	Captions Not working/starting	Outage resolved
00458856	10/11/18	10/11/18	Captions	Captions Not working/starting	Service status communicated
00490990	10/11/18	10/11/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00427729	10/11/18	10/11/18	Captions	Captions Not working/starting	Service status communicated
00531300	10/11/18	10/23/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00519661	10/11/18	10/11/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00471680	10/11/18	10/11/18	Caption Phone	Answering machine won't play messages	Part/Other
00481926	10/11/18	10/11/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00497064	10/11/18	10/11/18	Captions	Captions Not working/starting	Wifi lookup
00446878	10/11/18	10/11/18	Caption Phone	Answering machine won't play messages	Training Provided
00408105	10/11/18	10/11/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00476156	10/11/18	10/11/18	Captions	Captions Not working/starting	Phone rebooted
00525116	10/11/18	10/29/18	Captions	Captions Not working/starting	Outage resolved
00512643	10/11/18	10/17/18	Caption Phone	Losing internet connection	Wifi extender installed
00449603	10/11/18	10/11/18	Captions	Captions Not working/starting	No Trouble Found
00497942	10/11/18	10/11/18	Caption Phone	Losing internet connection	Phone rebooted
00463016	10/11/18	10/11/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00463054	10/11/18	10/12/18	Caption Phone	Answering machine isn't taking messages	Ethernet cable reconnected

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00537703	10/11/18	10/12/18	Caption Phone	Answering machine won't play messages	Training Provided
00527776	10/12/18	10/12/18	Caption Phone	Answering machine won't play messages	Training provided
00451487	10/12/18	10/26/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00538306	10/12/18	10/19/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00486929	10/12/18	10/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00414976	10/12/18	10/24/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00433088	10/12/18	10/12/18	Captions	Captions Not working/starting	Router/modem rebooted
00476383	10/12/18	10/13/18	Captions	Captions Not working/starting	Caption Issue escalated
00471506	10/12/18	11/04/18	Captions	Captions not accurate	Training Provided
00476384	10/12/18	10/12/18	Captions	Captions Not working/starting	Outage resolved
00509624	10/12/18	10/12/18	Captions	Captions Not working/starting	Phone rebooted
00424781	10/12/18	10/12/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00468289	10/12/18	10/12/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00526351	10/12/18	10/12/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00438950	10/12/18	10/24/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00535266	10/12/18	10/22/18	Caption Phone	Answering machine isn't taking messages	Training provided
00465886	10/12/18	10/12/18	Captions	Captions Not working/starting	Caption Issue escalated
00427786	10/12/18	10/15/18	Caption Phone	Answering machine won't play messages	Outage resolved
00481180	10/12/18	10/12/18	Caption Phone	Losing internet connection	Router/modem rebooted
00481112	10/12/18	10/12/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00501684	10/12/18	10/19/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00461894	10/12/18	10/19/18	Caption Phone	Losing internet connection	No Issue Found
00467288	10/12/18	11/09/18	Captions	Captions Not working/starting	Outage resolved
00416637	10/12/18	10/12/18	Captions	Captions Not working/starting	Outage resolved
00436872	10/12/18	10/22/18	Caption Phone	Losing internet connection	Caption Issue escalated
00510551	10/12/18	10/24/18	Captions	Captions Not working/starting	Phone rebooted
00446499	10/12/18	10/12/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00512717	10/12/18	10/19/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00445369	10/12/18	10/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00434226	10/12/18	10/12/18	Caption Phone	Losing internet connection	Phone line reconnected, resolved
00429449	10/12/18	10/15/18	Captions	Captions Not working/starting	Training Provided
00458877	10/12/18	10/12/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00435663	10/12/18	10/24/18	Captions	Captions Not working/starting	Phone rebooted
00497824	10/12/18	10/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00445176	10/12/18	10/12/18	Captions	Captions Not working/starting	Outage resolved
00411355	10/12/18	10/12/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00530740	10/12/18	10/15/18	Captions	Captions Not working/starting	Router/modem rebooted
00530398	10/12/18	10/24/18	Captions	Captions Not working/starting	Wifi lookup
00478144	10/12/18	10/15/18	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00408107	10/12/18	10/12/18	Captions	Captions Not working/starting	Outage resolved
00483316	10/12/18	10/12/18	Caption Phone	Losing internet connection	Phone rebooted
00536892	10/12/18	10/17/18	Caption Phone	Can't make and/or receive calls	Device replaced
00427840	10/12/18	11/13/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00478276	10/12/18	10/22/18	Captions	Captions Not working/starting	Phone rebooted
00465638	10/12/18	10/17/18	Caption Phone	Losing internet connection	Phone rebooted
00468943	10/12/18	10/19/18	Captions	Captions Not working/starting	Outage resolved
00438100	10/12/18	10/13/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00540894	10/12/18	10/12/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00550316	10/12/18	10/12/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00411763	10/12/18	11/13/18	Captions	Captions Not working/starting	Phone rebooted
00433944	10/12/18	10/13/18	Captions	Captions Not working/starting	Phone rebooted
00465109	10/12/18	10/17/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00542481	10/13/18	10/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00437857	10/13/18	10/13/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00502855	10/13/18	10/13/18	Captions	Captions Not working/starting	Outage resolved
00446026	10/13/18	10/17/18	Captions	Captions Not working/starting	Outage resolved
00545632	10/13/18	10/13/18	Caption Phone	Answering machine won't play messages	No Issue Found
00454394	10/13/18	10/14/18	Captions	Captions Not working/starting	No Trouble Found
00429571	10/13/18	10/19/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00451621	10/14/18	10/20/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00416745	10/14/18	10/14/18	Captions	Captions Not working/starting	Phone rebooted
00525906	10/14/18	11/03/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00523061	10/14/18	10/14/18	Captions	Captions Not working/starting	Router/modem rebooted
00426740	10/14/18	10/14/18	Captions	Captions Not working/starting	Device replaced
00506581	10/14/18	10/24/18	Captions	Captions Not working/starting	Phone rebooted
00506512	10/14/18	10/14/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00436752	10/14/18	10/22/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00469484	10/14/18	10/23/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00435136	10/14/18	10/24/18	Captions	Captions Not working/starting	Training Provided
00409888	10/14/18	10/14/18	Captions	Captions Not working/starting	Caption Issue escalated
00484868	10/14/18	10/15/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00435847	10/14/18	11/06/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00449265	10/15/18	10/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00539518	10/15/18	10/19/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00432826	10/15/18	10/30/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00427578	10/15/18	10/15/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved

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00516660	10/15/18	10/31/18	Captions	Captions Not working/starting	Caption Issue escalated
00502837	10/15/18	10/24/18	Captions	Captions Not working/starting	Training Provided
00474934	10/15/18	10/24/18	Captions	Captions Not working/starting	Phone setting adjusted
00505088	10/15/18	10/15/18	Captions	Captions Not working/starting	DSL filters issues, resolved
00530754	10/15/18	10/18/18	Captions	Captions Not working/starting	Outage resolved
00417941	10/15/18	10/15/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00432040	10/15/18	10/24/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00416865	10/15/18	10/19/18	Caption Phone	Screen unresponsive	Phone rebooted
00480430	10/15/18	10/23/18	Captions	Captions Not working/starting	Outage resolved
00552697	10/15/18	10/15/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00475311	10/15/18	10/15/18	Captions	Captions Not working/starting	Caption Issue escalated
00473162	10/15/18	10/19/18	Caption Phone	Answering machine won't play messages	Issue on user's end, non-reproducible
00417459	10/15/18	10/23/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00520770	10/15/18	10/18/18	Captions	Captions Not working/starting	Outage resolved
00529083	10/15/18	10/22/18	Captions	Captions Not working/starting	Outage resolved
00456121	10/15/18	11/02/18	Captions	Captions Not working/starting	Phone rebooted
00552457	10/15/18	10/16/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00480703	10/15/18	10/16/18	Captions	Captions Not working/starting	Outage resolved
00513839	10/15/18	11/08/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00465171	10/15/18	10/19/18	Captions	Captions Not working/starting	Caption Issue escalated
00469355	10/15/18	10/15/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00542491	10/15/18	10/15/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00449152	10/15/18	11/19/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00453928	10/15/18	10/19/18	Caption Phone	Can't make and/or receive calls	Ethernet cable reconnected
00493333	10/15/18	10/19/18	Captions	Captions Not working/starting	Router/modem rebooted
00469120	10/15/18	10/19/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00485852	10/15/18	10/22/18	Captions	Captions Not working/starting	Phone rebooted
00534014	10/15/18	10/15/18	Captions	Captions Not working/starting	Phone rebooted
00472787	10/15/18	11/13/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00509842	10/15/18	10/15/18	Captions	Captions Not working/starting	Caption Issue escalated
00522575	10/15/18	10/25/18	Captions	Captions Not working/starting	Caption Issue escalated
00547163	10/15/18	10/24/18	Captions	Captions Not working/starting	Outage resolved
00457150	10/15/18	11/03/18	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00462605	10/15/18	10/23/18	Captions	Captions Not working/starting	Outage resolved
00511556	10/15/18	10/18/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00495682	10/16/18	10/16/18	Captions	Captions Not working/starting	Caption Issue escalated
00469099	10/16/18	11/15/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00472840	10/16/18	11/12/18	Captions	Captions Not working/starting	Phone rebooted
00430709	10/16/18	11/12/18	Captions	Captions Not working/starting	Outage resolved
00500366	10/16/18	10/16/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00483950	10/16/18	10/16/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00470242	10/16/18	10/16/18	Captions	Captions Not working/starting	Service status communicated
00503592	10/16/18	11/02/18	Caption Phone	Losing internet connection	Phone rebooted
00465216	10/16/18	10/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00436998	10/16/18	10/22/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00438623	10/16/18	10/16/18	Captions	Captions Not working/starting	Router/modem rebooted
00467001	10/16/18	10/16/18	Captions	Captions Not working/starting	Outage resolved
00463906	10/16/18	10/16/18	Captions	Captions Not working/starting	Training Provided
00414721	10/16/18	10/16/18	Captions	Captions Not working/starting	Outage resolved
00407447	10/16/18	10/16/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00523573	10/16/18	10/16/18	Captions	Captions Not working/starting	Outage resolved
00469945	10/16/18	11/08/18	Captions	Captions Not working/starting	Router/modem rebooted
00528947	10/16/18	10/16/18	Captions	Captions Not working/starting	Caption Issue escalated
00462399	10/16/18	10/24/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00508943	10/16/18	10/16/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00546329	10/16/18	10/29/18	Captions	Captions Not working/starting	No Trouble Found
00528348	10/16/18	11/12/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00407537	10/16/18	10/16/18	Captions	Captions not accurate	ISP/Telco service issue, customer to follow up
00447764	10/16/18	10/23/18	Caption Phone	Screen unresponsive	Device replaced
00511283	10/16/18	10/24/18	Caption Phone	Losing internet connection	Phone rebooted
00486906	10/16/18	10/16/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00521954	10/16/18	11/03/18	Caption Phone	Screen unresponsive	Device replaced
00436912	10/16/18	10/16/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00494417	10/16/18	11/06/18	Captions	Captions Not working/starting	Outage resolved
00552014	10/16/18	10/16/18	Captions	Captions Not working/starting	Training Provided
00489329	10/16/18	10/16/18	Captions	Captions Not working/starting	Phone rebooted
00434478	10/16/18	10/17/18	Caption Phone	Losing internet connection	Issue on user's end, non-reproducible
00471418	10/16/18	10/22/18	Captions	Captions Not working/starting	Wifi lookup
00427794	10/16/18	11/02/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00499027	10/16/18	10/16/18	Captions	Captions Not working/starting	Phone rebooted
00504378	10/16/18	10/16/18	Caption Phone	Losing internet connection	Wifi extender installed
00426339	10/16/18	10/20/18	Captions	Stopping during calls	No Issue Found
00444538	10/16/18	10/20/18	Caption Phone	Screen unresponsive	Training Provided
00472783	10/16/18	10/29/18	Caption Phone	Losing internet connection	Router/modem rebooted
00407666	10/16/18	10/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00518630	10/16/18	10/19/18	Captions	Captions Not working/starting	Router/modem rebooted

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00538651	10/16/18	10/23/18	Caption Phone	Losing internet connection	Router/modem rebooted
00516721	10/16/18	10/16/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00475750	10/16/18	10/20/18	Caption Phone	Answering machine won't play messages	No Issue with Phone or Service Found
00425560	10/16/18	10/16/18	Captions	Captions Not working/starting	Router/modem rebooted
00540634	10/16/18	10/19/18	Caption Phone	Losing internet connection	No Issue Found
00449715	10/16/18	10/26/18	Captions	Captions Not working/starting	Outage resolved
00550759	10/16/18	10/17/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00476335	10/16/18	10/16/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00485088	10/16/18	10/29/18	Captions	Captions Not working/starting	Phone rebooted
00458822	10/16/18	10/16/18	Captions	Captions not accurate	Issue on user's end, non-reproducible
00518625	10/16/18	10/23/18	Captions	Captions Not working/starting	Outage resolved
00451874	10/16/18	10/16/18	Captions	Captions Not working/starting	Training Provided
00413404	10/16/18	10/16/18	Captions	Captions Not working/starting	Phone power reconnected
00446008	10/16/18	10/23/18	Captions	Captions Not working/starting	Phone setting adjusted
00488252	10/16/18	10/23/18	Captions	Captions Not working/starting	Phone rebooted
00449547	10/16/18	10/17/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00472103	10/17/18	11/12/18	Captions	Captions Not working/starting	Router/modem rebooted
00445166	10/17/18	10/17/18	Caption Phone	Answering machine won't play messages	Training provided
00501604	10/17/18	10/17/18	Captions	Captions Not working/starting	Unable to contact
00514484	10/17/18	10/23/18	Caption Phone	Losing internet connection	Wifi extender installed
00496508	10/17/18	10/17/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00498084	10/17/18	10/17/18	Captions	Captions Not working/starting	Outage resolved
00426796	10/17/18	10/17/18	Captions	Captions Not working/starting	Outage resolved
00506840	10/17/18	10/17/18	Captions	Captions Not working/starting	No Issue Found
00547535	10/17/18	11/01/18	Captions	Captions Not working/starting	Phone rebooted
00533191	10/17/18	10/17/18	Captions	Captions Not working/starting	Router/modem rebooted
00522076	10/17/18	10/17/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00408235	10/17/18	10/17/18	Captions	Captions Not working/starting	Installed/Replaced Router
00483363	10/17/18	10/26/18	Caption Phone	Phone turns on and off by itself	ISP/Telco service issue, customer to follow up
00553189	10/17/18	11/03/18	Captions	Captions Not working/starting	Phone rebooted
00451859	10/17/18	10/17/18	Captions	Captions Not working/starting	Environmental issue resolved
00541317	10/17/18	10/19/18	Caption Phone	Screen unresponsive	Device replaced
00448840	10/17/18	10/17/18	Caption Phone	Can't make and/or receive calls	Training provided
00545437	10/17/18	10/20/18	Captions	Captions Not working/starting	Phone rebooted
00451486	10/17/18	10/17/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00543274	10/17/18	11/16/18	Captions	Captions Not working/starting	Phone rebooted
00546778	10/17/18	10/17/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00501401	10/17/18	10/20/18	Captions	Captions Not working/starting	Phone rebooted
00522976	10/17/18	10/25/18	Captions	Captions Not working/starting	No Issue Found
00438899	10/17/18	10/19/18	Caption Phone	Can't make and/or receive calls	Account Updated
00506286	10/17/18	10/20/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00521914	10/17/18	10/17/18	Caption Phone	Is stuck on the boot up screen	Phone Being RMA'd
00451181	10/17/18	10/17/18	Caption Phone	Losing internet connection	Wifi extender installed
00409579	10/17/18	10/19/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00526693	10/17/18	10/22/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00506575	10/17/18	10/31/18	Caption Phone	Caller ID not working	Training provided
00542932	10/17/18	11/02/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00529017	10/17/18	10/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00415790	10/17/18	10/17/18	Captions	Captions Not working/starting	No Trouble Found
00411823	10/17/18	10/17/18	Captions	Captions Not working/starting	Caption Issue escalated
00458499	10/17/18	10/22/18	Caption Phone	Answering machine isn't taking messages	Training provided
00409420	10/17/18	11/05/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00419832	10/17/18	10/18/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00435562	10/17/18	10/18/18	Caption Phone	Losing internet connection	Return Kit/PPML sent
00468982	10/17/18	10/17/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00454963	10/17/18	10/25/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00419507	10/17/18	10/17/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00408568	10/17/18	10/17/18	Captions	Captions Not working/starting	No Trouble Found
00493312	10/17/18	10/17/18	Caption Phone	Answering machine won't play messages	Training provided
00501682	10/17/18	10/18/18	Captions	Captions Not working/starting	Phone rebooted
00475841	10/17/18	10/17/18	Caption Phone	Caller ID not working	No Issue Found
00476502	10/17/18	10/19/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00446011	10/17/18	10/24/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00542438	10/17/18	10/17/18	Caption Phone	Can't make and/or receive calls	Training provided
00518103	10/17/18	10/17/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00506624	10/17/18	10/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00451751	10/17/18	10/17/18	Captions	Captions Not working/starting	No Trouble Found
00417201	10/17/18	10/17/18	Captions	Captions Not working/starting	Training Provided
00512006	10/17/18	10/18/18	Captions	Captions Not working/starting	Training Provided
00444682	10/17/18	10/31/18	Caption Phone	Losing internet connection	Phone rebooted
00463403	10/18/18	10/18/18	Captions	Captions Not working/starting	Phone rebooted
00424177	10/18/18	10/18/18	Captions	Captions Not working/starting	Part/Other
00426340	10/18/18	10/29/18	Captions	Captions Not working/starting	No Issue Found
00452467	10/18/18	10/18/18	Caption Phone	Answering machine won't play messages	Training provided
00488323	10/18/18	10/18/18	Captions	Captions Not working/starting	Caption Issue escalated
00476106	10/18/18	10/19/18	Caption Phone	Screen won't turn off/turn on	Training Provided

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00533832	10/18/18	10/24/18	Captions	Captions Not working/starting	Router/modem rebooted
00501683	10/18/18	11/09/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00415744	10/18/18	11/05/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00514206	10/18/18	10/24/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00525946	10/18/18	11/03/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00549383	10/18/18	10/18/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00437624	10/18/18	11/05/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00473140	10/18/18	10/19/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00458726	10/18/18	10/22/18	Captions	Captions Not working/starting	Wifi extender installed
00474247	10/18/18	10/18/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00498130	10/18/18	11/03/18	Caption Phone	Answering machine won't play messages	Training Provided
00442079	10/18/18	10/19/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00524204	10/18/18	10/18/18	Caption Phone	Answering machine won't play messages	No Issue Found
00516550	10/18/18	10/18/18	Caption Phone	Screen unresponsive	Device replaced
00491733	10/18/18	10/18/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00538669	10/18/18	10/22/18	Caption Phone	Can't make and/or receive calls	Training Provided
00432440	10/18/18	10/23/18	Captions	Captions Not working/starting	Phone setting adjusted
00526385	10/18/18	11/02/18	Caption Phone	Can't make and/or receive calls	Part/Other
00480554	10/18/18	10/23/18	Captions	Captions Not working/starting	Phone rebooted
00490958	10/18/18	10/18/18	Caption Phone	Can't make and/or receive calls	Phone power reconnected
00537842	10/18/18	10/18/18	Caption Phone	Screen unresponsive	Device replaced
00472704	10/18/18	10/18/18	Captions	Captions Not working/starting	Outage resolved
00530154	10/18/18	11/06/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00410549	10/18/18	11/02/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00419698	10/18/18	10/18/18	Captions	Captions Not working/starting	Phone power reconnected
00525000	10/18/18	10/23/18	Captions	Captions Not working/starting	Phone rebooted
00548686	10/18/18	10/18/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00425723	10/18/18	10/18/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00498156	10/18/18	10/18/18	Caption Phone	Losing internet connection	Wifi extender installed
00539409	10/18/18	11/08/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00469420	10/18/18	10/24/18	Caption Phone	Can't make and/or receive calls	Training provided
00437989	10/18/18	10/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00489002	10/18/18	10/23/18	Captions	Captions Not working/starting	Phone line reconnected, resolved
00507486	10/18/18	10/19/18	Captions	Captions Not working/starting	Phone rebooted
00404332	10/19/18	10/19/18	Captions	Captions Not working/starting	Outage resolved
00511475	10/19/18	10/26/18	Captions	Captions Not working/starting	Router/modem rebooted
00537755	10/19/18	10/23/18	Captions	Captions Not working/starting	No Issue Found
00443608	10/19/18	10/19/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00531067	10/19/18	10/19/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00446012	10/19/18	11/18/18	Captions	Captions Not working/starting	DSL filters issues, resolved
00503281	10/19/18	10/19/18	Captions	Captions Not working/starting	Phone rebooted
00413573	10/19/18	10/22/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00516552	10/19/18	10/19/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00468607	10/19/18	10/19/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00512561	10/19/18	10/26/18	Caption Phone	Can't make and/or receive calls	Return Kit/PML sent
00502714	10/19/18	11/06/18	Caption Phone	Losing internet connection	No Issue Found
00415818	10/19/18	10/19/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00481339	10/19/18	11/23/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00441338	10/19/18	11/05/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00524553	10/19/18	11/09/18	Captions	Captions Not working/starting	No Issue Found
00499844	10/19/18	11/07/18	Captions	Captions Not working/starting	Phone power reconnected
00551014	10/19/18	10/19/18	Caption Phone	Can't make and/or receive calls	Device replaced
00552160	10/19/18	10/19/18	Caption Phone	Losing internet connection	Part/Other
00512995	10/19/18	11/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00420658	10/19/18	10/19/18	Captions	Captions Not working/starting	Phone rebooted
00487456	10/19/18	10/26/18	Captions	Captions Not working/starting	Replace cable, handset, accessory
00435696	10/19/18	10/19/18	Captions	Captions Not working/starting	Phone rebooted
00475165	10/19/18	10/22/18	Caption Phone	Screen unresponsive	Phone power reconnected
00440711	10/19/18	10/19/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00481970	10/19/18	10/19/18	Caption Phone	Can't make and/or receive calls	Installed/Replaced Router
00471421	10/19/18	10/20/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00425195	10/19/18	10/23/18	Captions	Captions Not working/starting	Router/modem rebooted
00481742	10/19/18	10/20/18	Caption Phone	Can't make and/or receive calls	Training provided
00462663	10/20/18	11/06/18	Captions	Captions Not working/starting	Router/modem rebooted
00416864	10/20/18	10/20/18	Captions	Captions Not working/starting	Router/modem rebooted
00417298	10/20/18	11/29/18	Caption Phone	Losing internet connection	Training Provided
00493234	10/20/18	10/31/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00478764	10/20/18	10/20/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00538727	10/20/18	10/20/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00447557	10/20/18	10/20/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00440543	10/20/18	10/20/18	Captions	Captions Not working/starting	Phone rebooted
00517047	10/20/18	10/21/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00451875	10/20/18	10/22/18	Captions	Captions not accurate	Caption Issue escalated
00480706	10/21/18	10/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00409346	10/21/18	10/21/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00533784	10/21/18	10/21/18	Captions	Captions Not working/starting	Router/modem rebooted

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00450551	10/21/18	11/28/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00538758	10/21/18	10/21/18	Captions	Captions Not working/starting	Router/modem rebooted
00439579	10/21/18	11/14/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00496891	10/21/18	10/25/18	Captions	Captions Not working/starting	Phone rebooted
00431944	10/21/18	10/22/18	Caption Phone	Can't make and/or receive calls	Training Provided
00503282	10/21/18	11/14/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00423177	10/22/18	10/22/18	Caption Phone	Answering machine won't play messages	No Issue Found
00471956	10/22/18	10/22/18	Captions	Captions Not working/starting	Phone rebooted
00497720	10/22/18	10/22/18	Caption Phone	Phone turns on and off by itself	Phone rebooted
00416249	10/22/18	10/22/18	Caption Phone	Can't make and/or receive calls	Training Provided
00488191	10/22/18	10/22/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00481205	10/22/18	10/26/18	Captions	Captions Not working/starting	Phone rebooted
00434683	10/22/18	10/29/18	Captions	Captions Not working/starting	Phone rebooted
00514507	10/22/18	10/23/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00450456	10/22/18	10/24/18	Captions	Captions Not working/starting	Replace cable, handset, accessory
00417819	10/22/18	11/02/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00547416	10/22/18	11/06/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00508845	10/22/18	10/22/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00516856	10/22/18	10/22/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00534078	10/22/18	10/22/18	Captions	Captions Not working/starting	Phone rebooted
00505078	10/22/18	10/22/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00488301	10/22/18	10/22/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00420814	10/22/18	10/26/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00484850	10/22/18	10/24/18	Captions	Captions Not working/starting	Router/modem rebooted
00497964	10/22/18	10/22/18	Captions	Captions Not working/starting	Phone rebooted
00521045	10/22/18	11/20/18	Captions	Captions Not working/starting	Phone rebooted
00540694	10/22/18	10/22/18	Captions	Captions Not working/starting	Phone rebooted
00535941	10/22/18	10/22/18	Caption Phone	Can't make and/or receive calls	Part/Other
00406762	10/22/18	10/23/18	Captions	Captions Not working/starting	No Issue Found
00527418	10/22/18	10/22/18	Captions	Captions Not working/starting	Router/modem rebooted
00462957	10/22/18	11/01/18	Captions	Captions Not working/starting	Training Provided
00407597	10/22/18	10/22/18	Caption Phone	Caller ID not working	Training Provided
00506784	10/22/18	10/26/18	Captions	Captions Not working/starting	Phone line reconnected, resolved
00461120	10/22/18	11/07/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00417716	10/22/18	10/22/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00419446	10/22/18	10/31/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00497958	10/22/18	10/22/18	Captions	Captions Not working/starting	Phone rebooted
00444955	10/22/18	10/22/18	Captions	Captions Not working/starting	Part/Other
00404397	10/22/18	10/22/18	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00443504	10/22/18	11/29/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00482820	10/22/18	10/24/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00508421	10/22/18	10/22/18	Caption Phone	Can't make and/or receive calls	Part/Other
00476205	10/22/18	10/22/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00482593	10/22/18	10/22/18	Caption Phone	Losing internet connection	Phone rebooted
00416746	10/22/18	10/22/18	Caption Phone	Losing internet connection	Wifi lookup
00499837	10/22/18	10/22/18	Caption Phone	Answering machine isn't taking messages	Training provided
00465231	10/22/18	10/22/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00500832	10/22/18	10/23/18	Captions	Captions Not working/starting	Phone rebooted
00465990	10/22/18	10/23/18	Caption Phone	Answering machine isn't taking messages	Phone power reconnected
00526005	10/23/18	11/09/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00501844	10/23/18	10/24/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00535861	10/23/18	11/20/18	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00440652	10/23/18	10/25/18	Captions	Captions Not working/starting	Phone rebooted
00465540	10/23/18	10/26/18	Caption Phone	Losing internet connection	No Issue Found
00514408	10/23/18	10/26/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00434829	10/23/18	10/23/18	Captions	Captions too far behind conversation/lagging	Phone Being RMA'd
00480678	10/23/18	10/23/18	Captions	Captions Not working/starting	Phone rebooted
00467997	10/23/18	10/23/18	Caption Phone	Answering machine won't play messages	Customer Refused Additional Support
00415819	10/23/18	11/09/18	Caption Phone	Screen unresponsive	No Issue with Phone or Service Found
00481697	10/23/18	11/05/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00510697	10/23/18	10/23/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00526601	10/23/18	10/31/18	Caption Phone	Losing internet connection	Phone rebooted
00417878	10/23/18	10/24/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00468615	10/23/18	10/23/18	Caption Phone	Screen won't turn off/turn on	No Issue with Phone or Service Found
00449803	10/23/18	10/23/18	Caption Phone	Answering machine won't play messages	Training Provided
00522909	10/23/18	10/26/18	Captions	Captions Not working/starting	Router/modem rebooted
00408646	10/23/18	10/24/18	Caption Phone	Can't make and/or receive calls	Training Provided
00425418	10/23/18	10/30/18	Caption Phone	Losing internet connection	Phone rebooted
00466535	10/23/18	11/01/18	Captions	Captions Not working/starting	Environmental issue resolved
00482520	10/23/18	10/23/18	Captions	Captions Not working/starting	Phone rebooted
00440934	10/23/18	11/07/18	Captions	Captions Not working/starting	Customer disposed
00457766	10/23/18	10/23/18	Caption Phone	Answering machine isn't taking messages	No Issue Found
00419706	10/23/18	10/24/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00451561	10/23/18	10/23/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00421131	10/23/18	10/23/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00482812	10/23/18	11/13/18	Caption Phone	Answering machine won't play messages	Training Provided

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00533348	10/23/18	11/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00441329	10/23/18	10/31/18	Caption Phone	Screen unresponsive	Device replaced
00420346	10/23/18	10/26/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00497913	10/23/18	10/23/18	Captions	Captions Not working/starting	Unable to contact
00511400	10/23/18	11/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00410112	10/23/18	10/29/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00464090	10/23/18	10/23/18	Caption Phone	Screen unresponsive	Phone rebooted
00452816	10/23/18	11/06/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00525277	10/23/18	10/23/18	Captions	Captions Not working/starting	Router/modem rebooted
00543312	10/23/18	11/10/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00523205	10/23/18	10/23/18	Captions	Captions Not working/starting	Router/modem rebooted
00460658	10/23/18	10/24/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00539411	10/23/18	10/23/18	Captions	Captions Not working/starting	Phone rebooted
00440704	10/23/18	10/25/18	Caption Phone	Answering machine won't play messages	Training Provided
00428834	10/23/18	10/23/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00500833	10/23/18	10/24/18	Caption Phone	Losing internet connection	Router/modem rebooted
00545633	10/23/18	10/30/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00460447	10/23/18	10/23/18	Caption Phone	Answering machine won't play messages	No Issue with Phone or Service Found
00468096	10/23/18	10/24/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00552474	10/23/18	10/24/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00549633	10/24/18	10/24/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00420321	10/24/18	10/24/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00442005	10/24/18	10/24/18	Caption Phone	Losing internet connection	No Issue Found
00521417	10/24/18	11/18/18	Captions	Captions Not working/starting	Training Provided
00406858	10/24/18	10/24/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00524674	10/24/18	10/24/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00537005	10/24/18	11/01/18	Caption Phone	Losing internet connection	Part/Other
00428435	10/24/18	10/24/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00452053	10/24/18	10/24/18	Caption Phone	Answering machine won't play messages	Training provided
00521768	10/24/18	10/24/18	Captions	Captions Not working/starting	Router/modem rebooted
00412146	10/24/18	10/25/18	Captions	Captions Not working/starting	Router/modem rebooted
00520617	10/24/18	10/24/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00469820	10/24/18	11/18/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00515590	10/24/18	11/19/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00522499	10/24/18	10/25/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00434465	10/24/18	11/05/18	Caption Phone	Phone turns on and off by itself	Phone power reconnected
00510038	10/24/18	10/24/18	Caption Phone	Answering machine isn't taking messages	Training provided
00451509	10/24/18	10/24/18	Captions	Captions Not working/starting	Part/Other
00535486	10/24/18	10/24/18	Caption Phone	Answering machine won't play messages	Training provided
00493700	10/24/18	10/24/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00503772	10/24/18	11/06/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00444849	10/24/18	10/24/18	Caption Phone	Can't make and/or receive calls	Training provided
00486044	10/24/18	11/12/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00444850	10/24/18	10/24/18	Caption Phone	Caller ID not working	Training Provided
00432920	10/24/18	11/12/18	Captions	Captions Not working/starting	Device moved
00452667	10/24/18	11/01/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00535002	10/24/18	10/24/18	Captions	Captions Not working/starting	Outage resolved
00542222	10/24/18	11/12/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00498770	10/24/18	10/29/18	Captions	Captions Not working/starting	Phone rebooted
00406816	10/24/18	10/24/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00428796	10/24/18	10/24/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00408187	10/24/18	10/26/18	Captions	Captions Not working/starting	Phone setting adjusted
00419812	10/24/18	10/24/18	Captions	Captions Not working/starting	Router/modem rebooted
00552304	10/24/18	10/24/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00503682	10/24/18	10/24/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00493729	10/24/18	10/24/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00493313	10/24/18	10/24/18	Caption Phone	Answering machine won't play messages	Training Provided
00541043	10/24/18	10/24/18	Caption Phone	Losing internet connection	Wifi extender installed
00453749	10/24/18	11/04/18	Captions	Captions Not working/starting	No Trouble Found
00459839	10/24/18	10/27/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00513148	10/24/18	11/14/18	Caption Phone	Losing internet connection	Router/modem rebooted
00539412	10/24/18	10/25/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00467246	10/24/18	10/25/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00552680	10/24/18	10/25/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00519831	10/25/18	10/25/18	Caption Phone	Losing internet connection	No Issue Found
00500756	10/25/18	10/25/18	Caption Phone	Answering machine won't play messages	Training Provided
00449418	10/25/18	10/25/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00464377	10/25/18	10/26/18	Caption Phone	Losing internet connection	No Issue Found
00495794	10/25/18	10/25/18	Caption Phone	Losing internet connection	No Issue Found
00468167	10/25/18	11/13/18	Captions	Captions Not working/starting	Phone rebooted
00408915	10/25/18	10/25/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00412126	10/25/18	10/25/18	Caption Phone	Caller ID not working	Phone rebooted
00503283	10/25/18	10/26/18	Captions	Captions Not working/starting	Phone rebooted
00495009	10/25/18	10/25/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00506825	10/25/18	10/25/18	Captions	Captions too far behind conversation/lagging	Phone Being RMA'd
00415276	10/25/18	12/05/18	Captions	Captions Not working/starting	Outage resolved

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00511893	10/25/18	10/26/18	Captions	Captions not accurate	Caption Issue escalated
00425714	10/25/18	10/25/18	Captions	Captions Not working/starting	Unable to contact
00510928	10/25/18	10/25/18	Captions	Captions Not working/starting	Phone rebooted
00517870	10/25/18	11/08/18	Caption Phone	Answering machine isn't taking messages	Training provided
00501443	10/25/18	10/25/18	Caption Phone	Screen won't turn off/turn on	Environmental issue resolved
00520943	10/25/18	10/26/18	Captions	Captions Not working/starting	Unable to contact
00421284	10/25/18	10/31/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00469822	10/25/18	11/06/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00547052	10/25/18	10/25/18	Captions	Captions Not working/starting	Unable to contact
00500556	10/25/18	11/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00405917	10/25/18	11/05/18	Captions	Captions Not working/starting	Router/modem rebooted
00536585	10/25/18	10/25/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00508550	10/25/18	11/06/18	Captions	Captions Not working/starting	Router/modem rebooted
00545817	10/25/18	10/26/18	Caption Phone	Answering machine won't play messages	Training Provided
00418042	10/25/18	10/25/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00496965	10/25/18	10/26/18	Caption Phone	Losing internet connection	Phone rebooted
00533472	10/25/18	10/26/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00494643	10/26/18	10/26/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00539740	10/26/18	10/26/18	Captions	Captions Not working/starting	Training Provided
00465787	10/26/18	10/26/18	Captions	Captions Not working/starting	Router/modem rebooted
00514412	10/26/18	11/12/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00515985	10/26/18	11/04/18	Caption Phone	Screen unresponsive	Part/Other
00542449	10/26/18	10/26/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00542316	10/26/18	10/26/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00502293	10/26/18	10/26/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00505590	10/26/18	11/07/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00480809	10/26/18	10/30/18	Caption Phone	Can't make and/or receive calls	Phone power reconnected
00468932	10/26/18	11/02/18	Captions	Captions Not working/starting	Router/modem rebooted
00432146	10/26/18	10/26/18	Caption Phone	Losing internet connection	Environmental issue resolved
00448557	10/26/18	11/08/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00514894	10/26/18	10/26/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00466679	10/26/18	11/09/18	Caption Phone	Can't make and/or receive calls	Training provided
00420956	10/26/18	11/07/18	Captions	Captions Not working/starting	Unable to contact
00410530	10/26/18	10/26/18	Caption Phone	Losing internet connection	Customer Network/Environment Issue, Customer to Follow-up
00410531	10/26/18	10/29/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00463405	10/26/18	11/02/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00534566	10/26/18	11/14/18	Captions	Captions Not working/starting	Router/modem rebooted
00480983	10/26/18	10/30/18	Caption Phone	Answering machine isn't taking messages	Training provided
00412725	10/26/18	10/26/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00523632	10/26/18	10/26/18	Captions	Captions Not working/starting	Device replaced
00529666	10/26/18	10/26/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00479953	10/26/18	11/07/18	Caption Phone	Answering machine won't play messages	Training Provided
00550841	10/26/18	12/07/18	Captions	Captions Not working/starting	Phone rebooted
00516678	10/26/18	10/26/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00550739	10/26/18	10/26/18	Captions	Captions Not working/starting	Phone rebooted
00462187	10/26/18	10/30/18	Caption Phone	Screen won't turn off/turn on	Training Provided
00463029	10/26/18	11/10/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00481069	10/26/18	10/26/18	Caption Phone	Losing internet connection	No Issue Found
00435664	10/26/18	11/12/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00417630	10/26/18	10/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00409182	10/26/18	10/26/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00464153	10/26/18	10/26/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00535623	10/26/18	11/12/18	Captions	Captions Not working/starting	Installed/Replaced Router
00526214	10/26/18	11/06/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00476837	10/26/18	10/27/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00417717	10/26/18	10/27/18	Caption Phone	Screen won't turn off/turn on	Unable to contact
00539741	10/27/18	10/27/18	Captions	Captions Not working/starting	Device replaced
00467776	10/27/18	11/09/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00433945	10/27/18	10/27/18	Caption Phone	Losing internet connection	No Issue Found
00438348	10/27/18	11/02/18	Captions	Captions Not working/starting	Phone rebooted
00465542	10/27/18	10/27/18	Caption Phone	Losing internet connection	Phone rebooted
00451191	10/27/18	11/15/18	Captions	Captions Not working/starting	Phone rebooted
00532463	10/27/18	11/07/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00430154	10/27/18	10/27/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00485917	10/27/18	11/12/18	Caption Phone	Screen won't turn off/turn on	No Issue Found
00522731	10/27/18	11/18/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00444530	10/27/18	10/28/18	Captions	Captions Not working/starting	Phone rebooted
00414311	10/27/18	11/06/18	Caption Phone	Losing internet connection	Environmental issue resolved
00455823	10/27/18	10/28/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00423642	10/27/18	11/14/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00474019	10/28/18	10/28/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00480139	10/28/18	11/18/18	Caption Phone	Screen unresponsive	Return Kit/PPML sent
00542909	10/28/18	10/28/18	Caption Phone	Phone turns on and off by itself	Part/Other
00488991	10/28/18	10/29/18	Captions	Captions Not working/starting	Device replaced
00542652	10/28/18	10/29/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00445987	10/28/18	11/09/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up

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00494388	10/28/18	10/29/18	Captions	Captions Not working/starting	Router/modem rebooted
00495604	10/29/18	10/29/18	Captions	Captions Not working/starting	Phone line reconnected, resolved
00448644	10/29/18	11/02/18	Captions	Captions Not working/starting	Router/modem rebooted
00523138	10/29/18	10/29/18	Caption Phone	Losing internet connection	Ethernet cable reconnected
00427425	10/29/18	10/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00426344	10/29/18	11/09/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00475994	10/29/18	10/29/18	Caption Phone	Answering machine isn't taking messages	Phone Being RMA'd
00497721	10/29/18	10/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00515042	10/29/18	10/29/18	Caption Phone	Answering machine isn't taking messages	Router/modem rebooted
00437238	10/29/18	10/30/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00517715	10/29/18	10/29/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00512520	10/29/18	10/29/18	Caption Phone	Can't make and/or receive calls	Training Provided
00545634	10/29/18	10/29/18	Captions	Captions Not working/starting	Phone rebooted
00531663	10/29/18	10/29/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00533349	10/29/18	10/31/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00532579	10/29/18	11/15/18	Caption Phone	Answering machine won't play messages	Training provided
00474239	10/29/18	10/29/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00528728	10/29/18	11/02/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00512840	10/29/18	11/02/18	Caption Phone	Can't make and/or receive calls	Training Provided
00446977	10/29/18	10/29/18	Captions	Captions Not working/starting	Router/modem rebooted
00485303	10/29/18	10/29/18	Caption Phone	Phone turns on and off by itself	Return Kit/PPML sent
00523651	10/29/18	10/29/18	Caption Phone	Can't make and/or receive calls	DSL filters issues, resolved
00446976	10/29/18	11/01/18	Captions	Captions Not working/starting	Phone Being RMA'd
00441886	10/29/18	10/29/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00444464	10/29/18	11/02/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00490483	10/29/18	10/29/18	Captions	Captions Not working/starting	Router/modem rebooted
00542874	10/29/18	11/18/18	Caption Phone	Losing internet connection	No Issue Found
00475970	10/29/18	10/29/18	Caption Phone	Answering machine won't play messages	Training Provided
00459386	10/29/18	11/02/18	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00532277	10/29/18	10/29/18	Captions	Captions Not working/starting	Phone rebooted
00479414	10/29/18	10/29/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00434431	10/29/18	10/29/18	Caption Phone	Can't make and/or receive calls	Training provided
00466189	10/29/18	10/30/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00523249	10/29/18	11/07/18	Caption Phone	Caller ID not working	Training provided
00512831	10/29/18	11/06/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00518695	10/29/18	10/29/18	Caption Phone	Answering machine won't play messages	Training Provided
00449340	10/29/18	10/30/18	Captions	Captions Not working/starting	Phone rebooted
00512721	10/29/18	10/30/18	Captions	Captions Not working/starting	Phone rebooted
00446088	10/29/18	10/30/18	Captions	Captions Not working/starting	No Trouble Found
00509772	10/29/18	10/31/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00479332	10/30/18	10/30/18	Caption Phone	Answering machine won't play messages	Training provided
00435612	10/30/18	10/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00447443	10/30/18	10/30/18	Captions	Captions Not working/starting	Phone rebooted
00505367	10/30/18	10/30/18	Captions	Captions too far behind conversation/lagging	Return Kit/PPML sent
00424998	10/30/18	10/31/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00417858	10/30/18	11/20/18	Captions	Captions Not working/starting	Phone rebooted
00472159	10/30/18	10/30/18	Caption Phone	Losing internet connection	Training Provided
00466466	10/30/18	10/30/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00494589	10/30/18	10/30/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00488851	10/30/18	10/30/18	Caption Phone	Screen unresponsive	Training Provided
00486184	10/30/18	11/02/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00496381	10/30/18	10/30/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00500358	10/30/18	10/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00410964	10/30/18	10/30/18	Captions	Captions Not working/starting	Training Provided
00537710	10/30/18	10/30/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00515898	10/30/18	11/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00520773	10/30/18	10/30/18	Captions	Captions Not working/starting	Phone rebooted
00407624	10/30/18	10/30/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00539415	10/30/18	10/30/18	Caption Phone	Can't make and/or receive calls	Training provided
00466415	10/30/18	11/12/18	Caption Phone	Losing internet connection	Unable to contact
00440445	10/30/18	11/12/18	Caption Phone	Can't make and/or receive calls	Training Provided
00522545	10/30/18	10/30/18	Captions	Captions Not working/starting	Wifi lookup
00454090	10/30/18	11/21/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00527916	10/30/18	10/30/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00475570	10/30/18	11/02/18	Caption Phone	Can't make and/or receive calls	Training Provided
00411481	10/30/18	10/30/18	Caption Phone	Caller ID not working	No Issue Found
00441991	10/30/18	11/13/18	Captions	Captions Not working/starting	Unable to contact
00429673	10/30/18	11/01/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00508595	10/30/18	11/13/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00508596	10/30/18	11/16/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00495870	10/30/18	10/30/18	Caption Phone	Losing internet connection	Wifi extender installed
00545262	10/30/18	11/03/18	Captions	Captions Not working/starting	Outage resolved
00430583	10/30/18	11/03/18	Captions	Captions Not working/starting	Phone rebooted
00542206	10/30/18	11/06/18	Captions	Captions Not working/starting	Part/Other
00501870	10/30/18	11/06/18	Caption Phone	Answering machine won't play messages	Issue on user's end, non-reproducible
00491424	10/30/18	11/09/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up

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00497891	10/30/18	10/31/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00407626	10/31/18	10/31/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00494581	10/31/18	10/31/18	Captions	Captions Not working/starting	Training Provided
00421010	10/31/18	11/01/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00532473	10/31/18	10/31/18	Caption Phone	Losing internet connection	Installed/Replaced Router
00461340	10/31/18	10/31/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00542995	10/31/18	10/31/18	Caption Phone	Answering machine won't play messages	Training Provided
00530607	10/31/18	11/02/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00523218	10/31/18	11/15/18	Captions	Stopping during calls	Training Provided
00414902	10/31/18	10/31/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00487698	10/31/18	10/31/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00431239	10/31/18	11/06/18	Caption Phone	Phone turns on and off by itself	Phone Being RMA'd
00548148	10/31/18	10/31/18	Captions	Captions Not working/starting	Phone rebooted
00422881	10/31/18	11/05/18	Caption Phone	Can't make and/or receive calls	DSL filters issues, resolved
00441383	10/31/18	10/31/18	Captions	Captions Not working/starting	Wifi lookup
00547158	10/31/18	11/07/18	Caption Phone	Losing internet connection	Customer Refused Additional Support
00493496	10/31/18	10/31/18	Caption Phone	Can't make and/or receive calls	Training Provided
00497018	10/31/18	10/31/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00425305	10/31/18	11/12/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00411860	10/31/18	10/31/18	Captions	Captions Not working/starting	Phone rebooted
00503819	10/31/18	10/31/18	Captions	Captions Not working/starting	Training Provided
00431661	10/31/18	10/31/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00457233	10/31/18	11/12/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00451543	10/31/18	10/31/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00529508	10/31/18	10/31/18	Caption Phone	Losing internet connection	Training Provided
00451429	10/31/18	11/09/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00434732	10/31/18	10/31/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00474497	10/31/18	11/02/18	Caption Phone	Losing internet connection	Environmental issue resolved
00464071	10/31/18	10/31/18	Captions	Captions Not working/starting	Phone power reconnected
00496417	10/31/18	10/31/18	Caption Phone	Screen won't turn off/turn on	Unable to contact
00493314	10/31/18	11/02/18	Caption Phone	Answering machine won't play messages	Training Provided
00456995	10/31/18	10/31/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00453001	10/31/18	10/31/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00477402	10/31/18	10/31/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00549500	10/31/18	11/07/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00497754	10/31/18	10/31/18	Captions	Captions not accurate	Training Provided
00517565	10/31/18	10/31/18	Captions	Captions Not working/starting	Phone rebooted
00453658	10/31/18	11/01/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00417293	10/31/18	11/01/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00473855	10/31/18	11/01/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00487093	10/31/18	11/01/18	Caption Phone	Answering machine won't play messages	Training Provided
00549279	11/01/18	11/01/18	Captions	Captions Not working/starting	Phone rebooted
00516208	11/01/18	11/01/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00509596	11/01/18	11/01/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00507306	11/01/18	11/05/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00492499	11/01/18	11/01/18	Captions	Captions Not working/starting	Router/modem rebooted
00506277	11/01/18	11/01/18	Caption Phone	Answering machine isn't taking messages	No Issue Found
00472195	11/01/18	11/02/18	Caption Phone	Losing internet connection	No Issue Found
00451981	11/01/18	11/01/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00438118	11/01/18	11/01/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00490434	11/01/18	11/01/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00459627	11/01/18	11/01/18	Caption Phone	Answering machine won't play messages	Training provided
00521391	11/01/18	11/01/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00432929	11/01/18	11/12/18	Caption Phone	Losing internet connection	Phone rebooted
00504961	11/01/18	11/01/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00458807	11/01/18	11/02/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00486338	11/01/18	11/02/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00544919	11/01/18	11/16/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00415885	11/01/18	11/01/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00457472	11/01/18	12/04/18	Caption Phone	Phone turns on and off by itself	Phone Being RMA'd
00480012	11/01/18	11/01/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00498036	11/01/18	11/01/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00471547	11/01/18	11/13/18	Caption Phone	Answering machine won't play messages	Training provided
00468636	11/01/18	11/09/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00515924	11/01/18	11/01/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00467839	11/01/18	11/01/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00506943	11/01/18	11/01/18	Captions	Captions Not working/starting	Phone rebooted
00421204	11/01/18	11/01/18	Caption Phone	Answering machine isn't taking messages	Training provided
00451130	11/01/18	11/01/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00487461	11/01/18	11/01/18	Caption Phone	Losing internet connection	Environmental issue resolved
00415343	11/01/18	11/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00441435	11/01/18	11/03/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00500349	11/01/18	11/03/18	Caption Phone	Answering machine won't play messages	Training Provided
00448071	11/01/18	11/02/18	Caption Phone	Answering machine won't play messages	Training provided
00473547	11/01/18	11/02/18	Captions	Captions Not working/starting	No Trouble Found
00524205	11/02/18	11/02/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up

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00475607	11/02/18	11/19/18	Captions	Captions Not working/starting	Router/modem rebooted
00486414	11/02/18	11/02/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00452720	11/02/18	11/06/18	Caption Phone	Answering machine won't play messages	Training provided
00524712	11/02/18	11/06/18	Caption Phone	Can't make and/or receive calls	Training Provided
00485890	11/02/18	11/02/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00408611	11/02/18	11/14/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00444717	11/02/18	11/19/18	Captions	Captions Not working/starting	Unable to contact
00490278	11/02/18	11/02/18	Caption Phone	Answering machine won't play messages	Phone power reconnected
00528975	11/02/18	11/02/18	Caption Phone	Screen won't turn off/turn on	Training Provided
00407045	11/02/18	11/02/18	Caption Phone	Losing internet connection	Service status communicated
00455084	11/02/18	11/12/18	Captions	Captions Not working/starting	Unable to contact
00413818	11/02/18	11/02/18	Captions	Captions Not working/starting	Caption Issue escalated
00482149	11/02/18	11/02/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00441797	11/02/18	11/02/18	Captions	Captions Not working/starting	Training Provided
00425140	11/02/18	11/09/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00497699	11/02/18	11/02/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00520760	11/02/18	11/02/18	Captions	Captions Not working/starting	Router/modem rebooted
00486133	11/02/18	11/02/18	Captions	Stopping during calls	Caption Issue escalated
00541566	11/02/18	11/14/18	Captions	Captions Not working/starting	Router/modem rebooted
00451562	11/02/18	11/02/18	Captions	Captions Not working/starting	Phone rebooted
00520618	11/02/18	11/02/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00534060	11/02/18	11/02/18	Captions	Captions Not working/starting	Router/modem rebooted
00412069	11/02/18	11/02/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00550852	11/02/18	11/02/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00543658	11/02/18	11/02/18	Caption Phone	Answering machine isn't taking messages	Training provided
00536105	11/02/18	11/19/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00504917	11/02/18	11/03/18	Captions	Captions Not working/starting	Phone rebooted
00543659	11/02/18	11/12/18	Captions	Captions Not working/starting	Phone setting adjusted
00547430	11/02/18	11/12/18	Caption Phone	Caller ID not working	Phone rebooted
00508795	11/02/18	11/02/18	Caption Phone	Can't make and/or receive calls	Device replaced
00469000	11/02/18	11/14/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00421533	11/02/18	11/12/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00474195	11/02/18	11/05/18	Captions	Captions Not working/starting	Unable to contact
00431487	11/02/18	11/09/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00551925	11/02/18	11/21/18	Captions	Captions Not working/starting	Unable to contact
00470558	11/02/18	11/21/18	Captions	Captions Not working/starting	Unable to contact
00413079	11/02/18	11/03/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00427229	11/02/18	11/03/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00516209	11/03/18	11/15/18	Caption Phone	Can't make and/or receive calls	Device replaced
00467223	11/03/18	11/19/18	Captions	Captions Not working/starting	Router/modem rebooted
00414134	11/03/18	11/13/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00423386	11/03/18	11/03/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00426236	11/03/18	11/03/18	Captions	Captions Not working/starting	Phone rebooted
00481859	11/03/18	11/03/18	Captions	Captions Not working/starting	Router/modem rebooted
00465870	11/03/18	11/07/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00505715	11/03/18	11/20/18	Captions	Captions Not working/starting	Phone rebooted
00458939	11/03/18	11/28/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00407645	11/03/18	11/17/18	Captions	Captions Not working/starting	Router/modem rebooted
00524140	11/03/18	11/13/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00532521	11/03/18	11/03/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00498043	11/03/18	11/04/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00422082	11/03/18	11/04/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00480026	11/03/18	11/04/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00496922	11/03/18	11/18/18	Captions	Captions Not working/starting	Phone rebooted
00465971	11/04/18	11/04/18	Captions	Captions Not working/starting	Phone rebooted
00488891	11/04/18	11/12/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00481020	11/04/18	11/04/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00541430	11/04/18	11/04/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00443998	11/04/18	11/11/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00543087	11/04/18	11/04/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00446938	11/04/18	11/04/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00423485	11/04/18	11/21/18	Caption Phone	Phone turns on and off by itself	Return Kit/PPML sent
00506609	11/04/18	11/05/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00512861	11/04/18	11/05/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00462767	11/04/18	11/04/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00511113	11/04/18	11/05/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00550874	11/04/18	11/14/18	Captions	Captions Not working/starting	Phone rebooted
00474747	11/04/18	11/13/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00414977	11/04/18	11/25/18	Captions	Captions Not working/starting	Phone rebooted
00516679	11/05/18	11/14/18	Captions	Captions Not working/starting	Phone rebooted
00465972	11/05/18	11/05/18	Captions	Captions Not working/starting	Phone rebooted
00552475	11/05/18	11/12/18	Captions	Captions Not working/starting	Router/modem rebooted
00502477	11/05/18	11/09/18	Captions	Captions Not working/starting	Phone rebooted
00462271	11/05/18	11/09/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00534651	11/05/18	11/05/18	Caption Phone	Losing internet connection	Training Provided
00534936	11/05/18	11/12/18	Captions	Captions Not working/starting	Phone rebooted

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00534652	11/05/18	11/27/18	Captions	Captions not accurate	Phone Being RMA'd
00503744	11/05/18	11/05/18	Captions	Captions not accurate	Phone Being RMA'd
00542483	11/05/18	11/05/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00417460	11/05/18	11/05/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00473660	11/05/18	12/04/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00415501	11/05/18	11/08/18	Caption Phone	Answering machine won't play messages	Training provided
00432969	11/05/18	11/08/18	Caption Phone	Losing internet connection	Training Provided
00454290	11/05/18	11/07/18	Caption Phone	Screen unresponsive	Phone rebooted
00414480	11/05/18	11/05/18	Captions	Captions Not working/starting	No Issue Found
00498702	11/05/18	11/05/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00430131	11/05/18	11/13/18	Captions	Captions Not working/starting	Phone rebooted
00504733	11/05/18	11/19/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00496556	11/05/18	11/05/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00537836	11/05/18	11/05/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00549890	11/05/18	11/14/18	Captions	Captions Not working/starting	Router/modem rebooted
00459791	11/05/18	11/07/18	Captions	Captions Not working/starting	Part/Other
00441536	11/05/18	11/08/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00484894	11/05/18	11/05/18	Caption Phone	Screen unresponsive	Part/Other
00425919	11/05/18	11/13/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00420781	11/05/18	11/19/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00406805	11/05/18	11/05/18	Caption Phone	Screen won't turn off/turn on	Customer Network/Environment Issue, Customer to Follow-up
00510098	11/05/18	11/05/18	Captions	Captions Not working/starting	Phone rebooted
00528011	11/05/18	11/06/18	Caption Phone	Screen won't turn off/turn on	Customer Refused Additional Support
00526217	11/05/18	11/05/18	Captions	Captions Not working/starting	Part/Other
00432930	11/05/18	11/08/18	Captions	Captions Not working/starting	Phone rebooted
00424858	11/05/18	11/05/18	Captions	Captions Not working/starting	Service status communicated
00453213	11/05/18	11/06/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00518301	11/05/18	11/13/18	Captions	Captions Not working/starting	Phone rebooted
00523460	11/05/18	12/02/18	Captions	Captions Not working/starting	Unable to contact
00532369	11/05/18	11/06/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00440360	11/05/18	11/06/18	Captions	Captions Not working/starting	Router/modem rebooted
00483579	11/05/18	11/06/18	Captions	Captions Not working/starting	Phone rebooted
00425224	11/06/18	11/06/18	Caption Phone	Can't make and/or receive calls	Part/Other
00527936	11/06/18	11/12/18	Caption Phone	Losing internet connection	No Issue Found
00412042	11/06/18	11/19/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00414404	11/06/18	11/20/18	Caption Phone	Can't make and/or receive calls	Training Provided
00426345	11/06/18	11/08/18	Captions	Captions Not working/starting	No Issue Found
00538464	11/06/18	11/06/18	Captions	Captions Not working/starting	Wifi lookup
00419418	11/06/18	11/06/18	Caption Phone	Answering machine isn't taking messages	Customer Refused Additional Support
00530146	11/06/18	11/06/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00520885	11/06/18	11/07/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00536790	11/06/18	11/06/18	Caption Phone	Losing internet connection	Router/modem rebooted
00406763	11/06/18	11/06/18	Caption Phone	Losing internet connection	Training Provided
00543088	11/06/18	11/08/18	Caption Phone	Losing internet connection	Training Provided
00493664	11/06/18	11/06/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00458320	11/06/18	11/14/18	Captions	Captions Not working/starting	Phone rebooted
00490826	11/06/18	11/16/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00539416	11/06/18	11/06/18	Captions	Stopping during calls	No Trouble Found
00505396	11/06/18	11/06/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00428376	11/06/18	11/06/18	Caption Phone	Other party cannot hear me	Customer Refused Additional Support
00440309	11/06/18	11/06/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00523062	11/06/18	11/06/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00505463	11/06/18	11/06/18	Caption Phone	Can't make and/or receive calls	Training provided
00420571	11/06/18	11/26/18	Captions	Captions Not working/starting	Account Updated
00445525	11/06/18	11/08/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00486156	11/06/18	11/06/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00458823	11/06/18	11/06/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00420875	11/06/18	11/07/18	Caption Phone	Losing internet connection	Issue on user's end, non-reproducible
00468199	11/06/18	11/07/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00467859	11/06/18	11/15/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00470790	11/06/18	11/07/18	Caption Phone	Answering machine won't play messages	Training provided
00507385	11/07/18	11/07/18	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00543157	11/07/18	11/20/18	Captions	Captions Not working/starting	Phone rebooted
00524157	11/07/18	11/07/18	Captions	Captions Not working/starting	Phone rebooted
00485390	11/07/18	11/08/18	Caption Phone	Answering machine won't play messages	Training provided
00464556	11/07/18	11/07/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00425908	11/07/18	11/07/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00427582	11/07/18	11/07/18	Captions	Captions Not working/starting	Environmental issue resolved
00456288	11/07/18	11/08/18	Captions	Captions Not working/starting	Phone rebooted
00523013	11/07/18	11/18/18	Captions	Captions Not working/starting	Phone rebooted
00478965	11/07/18	11/07/18	Caption Phone	Phone turns on and off by itself	Training provided
00552187	11/07/18	11/07/18	Captions	Captions not accurate	Caption Issue escalated
00413073	11/07/18	11/07/18	Caption Phone	Phone turns on and off by itself	Part/Other
00432666	11/07/18	11/07/18	Captions	Captions Not working/starting	Phone rebooted
00431489	11/07/18	11/07/18	Caption Phone	Losing internet connection	Router/modem rebooted
00415055	11/07/18	11/07/18	Caption Phone	Screen won't turn off/turn on	Phone power reconnected

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00535811	11/07/18	11/07/18	Caption Phone	Answering machine isn't taking messages	Training provided
00510305	11/07/18	11/07/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00420904	11/07/18	11/10/18	Captions	Captions Not working/starting	Router/modem rebooted
00500458	11/07/18	11/08/18	Caption Phone	Answering machine isn't taking messages	Phone power reconnected
00545545	11/07/18	11/08/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00440734	11/07/18	11/08/18	Captions	Captions Not working/starting	Phone rebooted
00472718	11/07/18	12/01/18	Captions	Captions Not working/starting	Phone rebooted
00482647	11/08/18	11/08/18	Captions	Captions Not working/starting	Training provided
00406859	11/08/18	11/13/18	Caption Phone	Screen unresponsive	No Issue with Phone or Service Found
00537866	11/08/18	11/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00479307	11/08/18	11/16/18	Caption Phone	Answering machine isn't taking messages	Unable to contact
00487116	11/08/18	11/08/18	Captions	Captions Not working/starting	Phone rebooted
00478615	11/08/18	11/09/18	Caption Phone	Answering machine isn't taking messages	Customer Network/Environment Issue, Customer to Follow-up
00450429	11/08/18	11/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00469458	11/08/18	11/20/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00442298	11/08/18	11/08/18	Captions	Captions Not working/starting	Router/modem rebooted
00533608	11/08/18	11/13/18	Caption Phone	Screen won't turn off/turn on	Return Kit/PPML sent
00503710	11/08/18	11/08/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00545070	11/08/18	11/08/18	Caption Phone	Losing internet connection	No Issue Found
00537402	11/08/18	11/08/18	Caption Phone	Can't make and/or receive calls	Training Provided
00533688	11/08/18	11/08/18	Captions	Captions Not working/starting	Router/modem rebooted
00438503	11/08/18	11/12/18	Caption Phone	Screen won't turn off/turn on	Phone power reconnected
00496966	11/08/18	11/08/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00432326	11/08/18	11/08/18	Captions	Captions Not working/starting	Part/Other
00454466	11/08/18	11/08/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00541562	11/08/18	11/08/18	Caption Phone	Losing internet connection	Training Provided
00414992	11/08/18	11/08/18	Captions	Captions Not working/starting	Training Provided
00416867	11/08/18	11/08/18	Caption Phone	Answering machine isn't taking messages	No Issue Found
00422587	11/08/18	11/12/18	Caption Phone	Answering machine isn't taking messages	Training provided
00498651	11/08/18	11/20/18	Caption Phone	Losing internet connection	Wifi lookup
00475431	11/08/18	11/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00490993	11/08/18	11/08/18	Captions	Captions Not working/starting	Phone rebooted
00506628	11/08/18	11/08/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00509301	11/08/18	11/15/18	Caption Phone	Screen unresponsive	Device replaced
00522954	11/08/18	12/01/18	Captions	Stopping during calls	Customer Refused Additional Support
00474313	11/08/18	11/12/18	Captions	Captions Not working/starting	Phone rebooted
00466509	11/08/18	11/09/18	Caption Phone	Losing internet connection	Wifi lookup
00465663	11/08/18	11/08/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00413065	11/08/18	11/21/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00477292	11/08/18	11/08/18	Caption Phone	Losing internet connection	Phone rebooted
00453802	11/08/18	11/08/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00429851	11/08/18	11/16/18	Caption Phone	Answering machine won't play messages	Training Provided
00445979	11/08/18	11/08/18	Caption Phone	Losing internet connection	DSL filters issues, resolved
00549957	11/08/18	11/26/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00457302	11/08/18	11/12/18	Caption Phone	Losing internet connection	Router/modem cable reconnected
00447608	11/08/18	11/08/18	Captions	Captions Not working/starting	Unable to contact
00405230	11/08/18	11/08/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00434790	11/08/18	11/19/18	Caption Phone	Losing internet connection	Environmental issue resolved
00530778	11/08/18	11/09/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00502849	11/08/18	11/08/18	Caption Phone	Can't make and/or receive calls	Device replaced
00412440	11/08/18	11/08/18	Caption Phone	Screen unresponsive	Phone rebooted
00542965	11/08/18	11/15/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00502850	11/08/18	11/09/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00520557	11/08/18	11/09/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00481576	11/08/18	11/09/18	Captions	Captions Not working/starting	Phone rebooted
00468147	11/09/18	11/09/18	Caption Phone	Can't make and/or receive calls	Part/Other
00527290	11/09/18	11/13/18	Captions	Captions Not working/starting	Router/modem rebooted
00450351	11/09/18	11/09/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00497012	11/09/18	11/09/18	Captions	Captions Not working/starting	Router/modem rebooted
00470292	11/09/18	11/09/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00432942	11/09/18	11/12/18	Caption Phone	Answering machine isn't taking messages	Unable to contact
00536106	11/09/18	11/09/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00551015	11/09/18	11/13/18	Caption Phone	Answering machine isn't taking messages	Phone Being RMA'd
00420717	11/09/18	11/15/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00417697	11/09/18	11/09/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00490847	11/09/18	11/09/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00538939	11/09/18	11/21/18	Caption Phone	Answering machine isn't taking messages	Customer Network/Environment Issue, Customer to Follow-up
00518303	11/09/18	11/09/18	Captions	Captions Not working/starting	Router/modem rebooted
00445168	11/09/18	11/13/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00511284	11/09/18	11/21/18	Captions	Captions Not working/starting	Phone line reconnected, resolved
00460037	11/09/18	11/14/18	Captions	Captions not accurate	Phone rebooted
00539703	11/09/18	11/09/18	Caption Phone	Losing internet connection	Wifi lookup
00423662	11/09/18	11/16/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00421828	11/09/18	11/09/18	Caption Phone	Answering machine isn't taking messages	Training provided
00546395	11/09/18	11/09/18	Captions	Captions Not working/starting	No Issue Found
00437239	11/09/18	11/19/18	Caption Phone	Answering machine won't play messages	Training Provided

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00485192	11/09/18	11/14/18	Caption Phone	Other party cannot hear me	Phone Being RMA'd
00446641	11/09/18	11/09/18	Caption Phone	Answering machine isn't taking messages	Training provided
00449958	11/09/18	11/14/18	Caption Phone	Losing internet connection	Wifi lookup
00447757	11/09/18	11/09/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00415777	11/09/18	11/09/18	Caption Phone	Caller ID not working	Part/Other
00486103	11/09/18	11/09/18	Captions	Captions Not working/starting	Phone rebooted
00516063	11/09/18	11/26/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00443363	11/09/18	11/12/18	Captions	Captions Not working/starting	No Issue Found
00498520	11/09/18	11/23/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00454242	11/09/18	11/16/18	Caption Phone	Can't make and/or receive calls	Phone power reconnected
00504168	11/09/18	11/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00523537	11/09/18	11/18/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00519662	11/09/18	11/27/18	Caption Phone	Losing internet connection	Environmental issue resolved
00524521	11/09/18	11/14/18	Captions	Captions Not working/starting	Part/Other
00501042	11/09/18	11/10/18	Caption Phone	Can't make and/or receive calls	Training Provided
00448096	11/10/18	12/01/18	Captions	Captions Not working/starting	Account Deactivated
00534870	11/10/18	11/18/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00547446	11/10/18	11/10/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00488624	11/10/18	11/11/18	Caption Phone	Losing internet connection	Phone rebooted
00493644	11/10/18	11/12/18	Captions	Captions Not working/starting	Part/Other
00433010	11/10/18	11/20/18	Captions	Captions Not working/starting	Router/modem rebooted
00472134	11/10/18	11/11/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00540175	11/10/18	11/10/18	Captions	Captions Not working/starting	Router/modem rebooted
00444894	11/10/18	11/16/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00456205	11/10/18	11/19/18	Captions	Captions Not working/starting	Router/modem rebooted
00542999	11/10/18	11/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00469800	11/10/18	11/12/18	Captions	Captions Not working/starting	Router/modem rebooted
00468945	11/11/18	11/21/18	Caption Phone	Screen unresponsive	Phone rebooted
00490212	11/11/18	11/12/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00417569	11/11/18	11/14/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00549987	11/12/18	11/13/18	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00526009	11/12/18	11/12/18	Captions	Captions Not working/starting	Phone rebooted
00498584	11/12/18	11/14/18	Caption Phone	Losing internet connection	Phone rebooted
00465807	11/12/18	11/12/18	Caption Phone	Answering machine won't play messages	Training Provided
00531973	11/12/18	11/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00528855	11/12/18	11/16/18	Caption Phone	Can't make and/or receive calls	Training Provided
00438423	11/12/18	11/12/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00454457	11/12/18	11/14/18	Captions	Captions Not working/starting	Router/modem rebooted
00501519	11/12/18	11/19/18	Captions	Stopping during calls	Router/modem rebooted
00534938	11/12/18	11/14/18	Caption Phone	Phone turns on and off by itself	Phone Being RMA'd
00544168	11/12/18	11/12/18	Captions	Captions Not working/starting	Phone line reconnected, resolved
00414653	11/12/18	11/20/18	Caption Phone	Answering machine won't play messages	Training provided
00425198	11/12/18	11/12/18	Captions	Captions Not working/starting	Phone rebooted
00488113	11/12/18	11/12/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00458321	11/12/18	11/15/18	Captions	Captions Not working/starting	Router/modem rebooted
00477702	11/12/18	11/12/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00466522	11/12/18	11/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00427241	11/12/18	11/12/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00437562	11/12/18	11/26/18	Caption Phone	Losing internet connection	Environmental issue resolved
00435245	11/12/18	11/12/18	Caption Phone	Answering machine won't play messages	Training provided
00490535	11/12/18	11/21/18	Caption Phone	Is stuck on the boot up screen	Phone Being RMA'd
00467895	11/12/18	11/12/18	Caption Phone	Caller ID not working	Customer Network/Environment Issue, Customer to Follow-up
00418914	11/12/18	11/12/18	Captions	Captions Not working/starting	Router/modem rebooted
00441537	11/12/18	11/12/18	Caption Phone	Screen won't turn off/turn on	Environmental issue resolved
00550696	11/12/18	11/21/18	Captions	Captions Not working/starting	Phone rebooted
00480985	11/12/18	11/12/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00415364	11/12/18	11/12/18	Caption Phone	Answering machine isn't taking messages	Training provided
00483922	11/12/18	11/26/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00474511	11/12/18	11/12/18	Captions	Captions Not working/starting	Unable to contact
00499573	11/12/18	11/19/18	Captions	Captions Not working/starting	No Trouble Found
00510210	11/12/18	11/12/18	Captions	Captions Not working/starting	Replace cable, handset, accessory
00428452	11/12/18	11/12/18	Captions	Captions Not working/starting	Unable to contact
00464982	11/12/18	11/16/18	Caption Phone	Losing internet connection	Installed/Replaced Router
00417797	11/12/18	11/13/18	Caption Phone	Screen unresponsive	Part/Other
00538559	11/12/18	11/12/18	Captions	Captions Not working/starting	Training Provided
00498582	11/12/18	11/12/18	Captions	Stopping during calls	Device replaced
00498583	11/12/18	11/26/18	Captions	Stopping during calls	Phone Being RMA'd
00511779	11/12/18	11/13/18	Caption Phone	Can't make and/or receive calls	Training Provided
00472176	11/12/18	12/05/18	Caption Phone	Phone turns on and off by itself	Training provided
00455029	11/12/18	11/13/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00442336	11/12/18	11/20/18	Captions	Captions Not working/starting	Phone rebooted
00497807	11/13/18	11/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00427631	11/13/18	11/26/18	Captions	Stopping during calls	Unable to contact
00445086	11/13/18	11/29/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00456304	11/13/18	11/28/18	Captions	Captions Not working/starting	Customer disposed
00524713	11/13/18	11/13/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted

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00468502	11/13/18	11/13/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00495815	11/13/18	11/19/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00553153	11/13/18	11/13/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00424055	11/13/18	11/20/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00455986	11/13/18	11/26/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00479445	11/13/18	11/14/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00508232	11/13/18	11/13/18	Captions	Captions Not working/starting	Wifi lookup
00418653	11/13/18	11/21/18	Captions	Captions Not working/starting	Router/modem rebooted
00551123	11/13/18	11/13/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00427372	11/13/18	11/13/18	Captions	Captions Not working/starting	Unable to contact
00476207	11/13/18	11/13/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00520203	11/13/18	11/13/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00423284	11/13/18	11/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00440166	11/13/18	11/15/18	Captions	Captions Not working/starting	Phone rebooted
00411466	11/13/18	11/21/18	Caption Phone	Answering machine won't play messages	Environmental issue resolved
00464287	11/13/18	11/13/18	Caption Phone	Can't make and/or receive calls	Phone power reconnected
00540330	11/13/18	11/13/18	Caption Phone	Losing internet connection	Wifi extender installed
00517513	11/13/18	11/13/18	Captions	Captions Not working/starting	Phone rebooted
00546518	11/13/18	11/16/18	Captions	Captions Not working/starting	Phone rebooted
00415464	11/13/18	11/13/18	Captions	Captions Not working/starting	Phone rebooted
00473951	11/13/18	11/19/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00528017	11/13/18	11/13/18	Captions	Captions Not working/starting	Training Provided
00491884	11/13/18	11/13/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00540491	11/13/18	11/13/18	Caption Phone	Other party cannot hear me	Phone rebooted
00540492	11/13/18	11/13/18	Caption Phone	Other party cannot hear me	Phone Being RMA'd
00444938	11/13/18	11/20/18	Caption Phone	Losing internet connection	Shared network access issue, resolved
00433699	11/13/18	11/15/18	Caption Phone	Answering machine isn't taking messages	Installed/Replaced Router
00469201	11/13/18	12/04/18	Caption Phone	Answering machine won't play messages	Training provided
00450903	11/13/18	11/16/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00550905	11/13/18	11/14/18	Captions	Captions Not working/starting	Phone rebooted
00442222	11/13/18	11/21/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00458717	11/13/18	11/13/18	Caption Phone	Answering machine won't play messages	Training Provided
00550264	11/13/18	11/27/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00500740	11/13/18	11/14/18	Caption Phone	Losing internet connection	No Issue Found
00528892	11/13/18	11/15/18	Caption Phone	Other party cannot hear me	Environmental issue resolved
00432225	11/13/18	11/13/18	Caption Phone	Losing internet connection	Wifi lookup
00516749	11/13/18	11/14/18	Caption Phone	Screen won't turn off/turn on	No Issue Found
00407085	11/13/18	11/14/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00408421	11/13/18	11/14/18	Caption Phone	Losing internet connection	Phone rebooted
00480751	11/13/18	11/14/18	Captions	Captions Not working/starting	No Trouble Found
00417461	11/13/18	11/14/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00504766	11/13/18	11/16/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00487812	11/13/18	11/14/18	Captions	Captions Not working/starting	Phone rebooted
00429047	11/13/18	11/14/18	Caption Phone	Losing internet connection	Ethernet cable reconnected
00510070	11/14/18	11/14/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00516956	11/14/18	11/29/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00407628	11/14/18	11/14/18	Caption Phone	Can't make and/or receive calls	Training provided
00530951	11/14/18	11/14/18	Captions	Captions Not working/starting	Router/modem rebooted
00480384	11/14/18	11/14/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00488112	11/14/18	11/14/18	Caption Phone	Phone turns on and off by itself	Phone Being RMA'd
00445371	11/14/18	11/14/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00520860	11/14/18	11/14/18	Captions	Captions Not working/starting	Phone rebooted
00515340	11/14/18	11/20/18	Captions	Captions Not working/starting	Router/modem rebooted
00458884	11/14/18	11/17/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00487393	11/14/18	11/14/18	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00405942	11/14/18	11/14/18	Caption Phone	Losing internet connection	Ethernet cable reconnected
00520175	11/14/18	11/14/18	Caption Phone	Can't make and/or receive calls	Training Provided
00504767	11/14/18	11/14/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00410755	11/14/18	11/14/18	Caption Phone	Can't make and/or receive calls	Account Updated
00515037	11/14/18	11/28/18	Caption Phone	Can't make and/or receive calls	Software updates
00427980	11/14/18	11/14/18	Captions	Captions Not working/starting	Phone rebooted
00478116	11/14/18	11/15/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00514570	11/14/18	11/14/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00424808	11/14/18	11/21/18	Captions	Captions Not working/starting	Phone rebooted
00451179	11/14/18	11/20/18	Caption Phone	Losing internet connection	Environmental issue resolved
00481150	11/14/18	11/27/18	Caption Phone	Can't make and/or receive calls	Software updates
00451131	11/14/18	11/30/18	Captions	Captions Not working/starting	Phone rebooted
00461906	11/14/18	11/24/18	Caption Phone	Can't make and/or receive calls	Unable to contact
00491379	11/14/18	11/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00530952	11/14/18	11/15/18	Caption Phone	Losing internet connection	Phone rebooted
00436832	11/14/18	11/19/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00418779	11/14/18	11/15/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00444346	11/14/18	11/15/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00517259	11/14/18	11/15/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00479318	11/14/18	11/28/18	Caption Phone	Losing internet connection	Environmental issue resolved
00478632	11/14/18	11/18/18	Caption Phone	Losing internet connection	Environmental issue resolved

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00498513	11/15/18	11/15/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00461341	11/15/18	11/15/18	Captions	Captions Not working/starting	Phone rebooted
00519896	11/15/18	11/20/18	Caption Phone	Answering machine won't play messages	ISP/Telco service issue, customer to follow up
00533651	11/15/18	12/02/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00533652	11/15/18	11/18/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00504372	11/15/18	11/15/18	Caption Phone	Other party cannot hear me	Training Provided
00522546	11/15/18	11/15/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00514743	11/15/18	11/15/18	Caption Phone	Can't make and/or receive calls	Part/Other
00476832	11/15/18	11/15/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00467756	11/15/18	11/15/18	Caption Phone	Losing internet connection	Phone rebooted
00504395	11/15/18	12/02/18	Caption Phone	Losing internet connection	Customer Network/Environment Issue, Customer to Follow-up
00442835	11/15/18	11/15/18	Captions	Captions Not working/starting	Phone rebooted
00427171	11/15/18	11/15/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00481992	11/15/18	11/27/18	Caption Phone	Answering machine isn't taking messages	Training provided
00423361	11/15/18	11/28/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00452450	11/15/18	11/15/18	Captions	Captions Not working/starting	No Issue Found
00491950	11/15/18	12/04/18	Caption Phone	Losing internet connection	Environmental issue resolved
00429824	11/15/18	11/16/18	Caption Phone	Other party cannot hear me	ISP/Telco service issue, customer to follow up
00432804	11/15/18	11/15/18	Caption Phone	Can't make and/or receive calls	Device moved
00407450	11/15/18	11/15/18	Caption Phone	Screen unresponsive	Part/Other
00456835	11/15/18	11/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00480555	11/15/18	11/15/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00413722	11/15/18	11/19/18	Caption Phone	Can't make and/or receive calls	Part/Other
00534079	11/15/18	11/19/18	Captions	Captions Not working/starting	Phone rebooted
00413351	11/15/18	11/19/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00505788	11/15/18	11/17/18	Captions	Captions not accurate	No Trouble Found
00415014	11/15/18	11/15/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00407631	11/15/18	11/21/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00437563	11/15/18	11/28/18	Caption Phone	Can't make and/or receive calls	Training Provided
00431926	11/15/18	11/19/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00492581	11/15/18	11/15/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00450561	11/15/18	11/28/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00534594	11/15/18	11/28/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00447194	11/15/18	11/16/18	Captions	Captions Not working/starting	Wifi extender installed
00530953	11/15/18	11/30/18	Captions	Captions Not working/starting	Reconnected to customer network
00424193	11/15/18	11/15/18	Caption Phone	Phone turns on and off by itself	Issue on user's end, non-reproducible
00533805	11/15/18	11/15/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00486347	11/15/18	12/04/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00434747	11/15/18	11/16/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00467615	11/15/18	11/17/18	Caption Phone	Phone turns on and off by itself	Return Kit/PPML sent
00512278	11/15/18	11/27/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00419877	11/15/18	11/16/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00483113	11/15/18	11/16/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00417798	11/15/18	11/21/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00506562	11/15/18	11/16/18	Caption Phone	Answering machine won't play messages	ISP/Telco service issue, customer to follow up
00411082	11/15/18	11/16/18	Caption Phone	Phone turns on and off by itself	Training provided
00450870	11/15/18	11/20/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00486392	11/16/18	11/19/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00502776	11/16/18	11/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00446161	11/16/18	11/16/18	Captions	Captions Not working/starting	Training Provided
00475004	11/16/18	11/16/18	Caption Phone	Answering machine isn't taking messages	No Issue Found
00547581	11/16/18	11/16/18	Caption Phone	Screen unresponsive	Phone rebooted
00447893	11/16/18	11/16/18	Caption Phone	Other party cannot hear me	Device replaced
00447894	11/16/18	11/16/18	Caption Phone	Other party cannot hear me	Phone Being RMA'd
00482564	11/16/18	11/20/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00442024	11/16/18	11/19/18	Captions	Captions Not working/starting	Phone rebooted
00526888	11/16/18	11/16/18	Captions	Captions Not working/starting	Wifi lookup
00451805	11/16/18	11/26/18	Caption Phone	Screen unresponsive	Device replaced
00528023	11/16/18	11/19/18	Caption Phone	Losing internet connection	No Issue Found
00524714	11/16/18	12/02/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00450233	11/16/18	11/16/18	Captions	Captions Not working/starting	Phone rebooted
00414865	11/16/18	11/16/18	Caption Phone	Screen won't turn off/turn on	Phone power reconnected
00542815	11/16/18	11/21/18	Caption Phone	Caller ID not working	Training Provided
00550734	11/16/18	11/17/18	Caption Phone	Other party cannot hear me	Part/Other
00529955	11/16/18	11/28/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00466147	11/16/18	11/18/18	Caption Phone	Caller ID not working	Part/Other
00428454	11/16/18	11/16/18	Captions	Captions Not working/starting	Phone rebooted
00416158	11/16/18	11/16/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00545635	11/16/18	12/07/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00471538	11/16/18	11/16/18	Captions	Captions Not working/starting	Part/Other
00499370	11/16/18	11/20/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00444535	11/16/18	11/16/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00503711	11/16/18	11/30/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00544574	11/16/18	12/03/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00465973	11/16/18	11/16/18	Captions	Captions Not working/starting	Phone rebooted
00539587	11/16/18	11/16/18	Captions	Captions Not working/starting	Router/modem rebooted

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00444360	11/16/18	11/21/18	Captions	Stopping during calls	Training Provided
00497755	11/16/18	11/21/18	Captions	Captions not accurate	Return Kit/PPML sent
00435817	11/16/18	11/27/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00457141	11/16/18	11/16/18	Captions	Captions Not working/starting	Training Provided
00427866	11/16/18	11/16/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00406009	11/16/18	11/16/18	Caption Phone	Losing internet connection	Phone rebooted
00485440	11/16/18	12/02/18	Captions	Captions Not working/starting	Phone rebooted
00524531	11/16/18	11/17/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00436052	11/16/18	11/17/18	Captions	Captions Not working/starting	Router/modem rebooted
00412539	11/16/18	11/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00497722	11/16/18	11/18/18	Captions	Captions Not working/starting	Part/Other
00429739	11/16/18	11/24/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00545050	11/16/18	11/18/18	Caption Phone	Answering machine won't play messages	Training provided
00459163	11/16/18	11/17/18	Caption Phone	Answering machine won't play messages	Training Provided
00426070	11/16/18	11/17/18	Caption Phone	Answering machine won't play messages	ISP/Telco service issue, customer to follow up
00497167	11/16/18	11/17/18	Caption Phone	Screen unresponsive	Phone rebooted
00526628	11/16/18	11/17/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00545090	11/17/18	11/17/18	Captions	Captions Not working/starting	Phone rebooted
00458992	11/17/18	11/25/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00437245	11/17/18	11/17/18	Captions	Captions Not working/starting	Router/modem rebooted
00522083	11/17/18	11/21/18	Captions	Captions Not working/starting	Service status communicated
00428846	11/17/18	11/17/18	Captions	Captions Not working/starting	Installed/Replaced Router
00499191	11/17/18	11/17/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00454760	11/17/18	11/17/18	Caption Phone	Screen unresponsive	Device replaced
00516637	11/17/18	11/18/18	Captions	Captions Not working/starting	Wifi extender installed
00468595	11/17/18	12/04/18	Captions	Captions Not working/starting	Environmental issue resolved
00493724	11/17/18	12/05/18	Captions	Captions not accurate	Caption Issue escalated
00508290	11/17/18	11/17/18	Captions	Captions Not working/starting	Router/modem rebooted
00447580	11/17/18	11/17/18	Caption Phone	Phone turns on and off by itself	Training provided
00506191	11/17/18	11/17/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00420925	11/17/18	11/19/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00484480	11/17/18	11/18/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00494194	11/17/18	11/19/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00473138	11/17/18	11/20/18	Captions	Captions Not working/starting	Phone rebooted
00499442	11/17/18	11/18/18	Captions	Captions not accurate	Training Provided
00425657	11/17/18	11/26/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00473432	11/17/18	11/18/18	Captions	Captions Not working/starting	Router/modem rebooted
00480673	11/17/18	11/18/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00456273	11/17/18	11/18/18	Captions	Captions Not working/starting	Installed/Replaced Router
00543381	11/17/18	11/18/18	Captions	Captions Not working/starting	Service status communicated
00435382	11/17/18	11/19/18	Captions	Captions Not working/starting	Training Provided
00457533	11/17/18	11/19/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00487094	11/17/18	11/20/18	Caption Phone	Answering machine won't play messages	Training Provided
00539871	11/17/18	11/19/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00439012	11/18/18	11/26/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00494615	11/18/18	11/19/18	Captions	Captions Not working/starting	Phone rebooted
00423241	11/18/18	11/26/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00494595	11/18/18	11/19/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00438123	11/18/18	11/19/18	Caption Phone	Losing internet connection	Router/modem rebooted
00432067	11/18/18	11/19/18	Caption Phone	Answering machine won't play messages	Router/modem rebooted
00434449	11/18/18	11/19/18	Captions	Captions Not working/starting	Router/modem rebooted
00476780	11/18/18	11/19/18	Captions	Captions Not working/starting	Training Provided
00519438	11/18/18	11/19/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00435137	11/18/18	11/23/18	Captions	Captions Not working/starting	Phone setting adjusted
00498721	11/18/18	11/21/18	Captions	Captions Not working/starting	Phone rebooted
00436623	11/18/18	11/19/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00423545	11/19/18	12/02/18	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00527521	11/19/18	12/06/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00532407	11/19/18	11/21/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00468121	11/19/18	11/19/18	Caption Phone	Losing internet connection	Phone rebooted
00419575	11/19/18	12/03/18	Caption Phone	Screen unresponsive	Issue on user's end, non-reproducible
00528976	11/19/18	11/19/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00492485	11/19/18	11/29/18	Caption Phone	Can't make and/or receive calls	Training Provided
00533466	11/19/18	11/19/18	Caption Phone	Losing internet connection	No Issue Found
00510334	11/19/18	11/19/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00418967	11/19/18	11/19/18	Caption Phone	Answering machine won't play messages	Training Provided
00412839	11/19/18	11/19/18	Captions	Captions Not working/starting	Phone rebooted
00441199	11/19/18	11/19/18	Captions	Captions Not working/starting	Outage resolved
00427567	11/19/18	11/19/18	Captions	Captions not accurate	Issue on user's end, non-reproducible
00526642	11/19/18	11/29/18	Caption Phone	Screen unresponsive	Device replaced
00533358	11/19/18	11/20/18	Caption Phone	Caller ID not working	Training Provided
00537233	11/19/18	11/19/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00515911	11/19/18	11/19/18	Captions	Captions Not working/starting	Router/modem rebooted
00444683	11/19/18	11/19/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00444423	11/19/18	11/25/18	Captions	Captions Not working/starting	Part/Other
00487095	11/19/18	12/06/18	Caption Phone	Answering machine won't play messages	Training provided

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00523360	11/19/18	11/26/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00506947	11/19/18	12/05/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00441800	11/19/18	11/29/18	Caption Phone	Screen won't turn off/turn on	Phone setting adjusted
00548169	11/19/18	12/03/18	Caption Phone	Can't make and/or receive calls	Part/Other
00518901	11/19/18	11/19/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00414068	11/19/18	12/01/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00412479	11/19/18	11/21/18	Captions	Captions Not working/starting	Phone rebooted
00539274	11/19/18	11/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00529308	11/19/18	11/20/18	Caption Phone	Answering machine won't play messages	Training Provided
00538386	11/19/18	11/28/18	Captions	Captions Not working/starting	Phone rebooted
00542097	11/19/18	11/20/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00503577	11/19/18	11/20/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00515986	11/19/18	11/20/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00514869	11/19/18	11/20/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00472954	11/19/18	11/20/18	Caption Phone	Can't make and/or receive calls	Part/Other
00513649	11/19/18	12/04/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00548660	11/19/18	11/20/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00510929	11/19/18	11/20/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00479954	11/19/18	11/20/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00425199	11/19/18	11/20/18	Caption Phone	Can't make and/or receive calls	Part/Other
00446984	11/19/18	11/21/18	Captions	Captions Not working/starting	Router/modem rebooted
00528692	11/19/18	11/21/18	Captions	Captions Not working/starting	Phone rebooted
00446002	11/19/18	11/26/18	Caption Phone	Answering machine won't play messages	Customer Refused Additional Support
00511177	11/19/18	11/20/18	Captions	Captions Not working/starting	Phone rebooted
00430999	11/19/18	11/20/18	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00442565	11/19/18	11/20/18	Captions	Captions Not working/starting	Router/modem rebooted
00469801	11/19/18	11/20/18	Captions	Captions Not working/starting	Reconnected to customer network
00543466	11/19/18	11/20/18	Captions	Captions Not working/starting	Router/modem rebooted
00517295	11/20/18	11/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00425621	11/20/18	12/03/18	Caption Phone	Answering machine isn't taking messages	Training provided
00414135	11/20/18	11/20/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00486907	11/20/18	11/20/18	Caption Phone	Phone turns on and off by itself	Phone setting adjusted
00413293	11/20/18	11/28/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00494314	11/20/18	11/20/18	Caption Phone	Can't make and/or receive calls	Device moved
00542391	11/20/18	12/01/18	Caption Phone	Losing internet connection	Phone rebooted
00468292	11/20/18	11/21/18	Captions	Captions not accurate	Caption Issue escalated
00464323	11/20/18	11/21/18	Captions	Captions Not working/starting	Phone rebooted
00467127	11/20/18	11/21/18	Captions	Captions Not working/starting	Unable to contact
00537810	11/20/18	11/21/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00417682	11/20/18	11/21/18	Caption Phone	Screen unresponsive	Training provided
00419654	11/20/18	11/21/18	Captions	Captions Not working/starting	Router/modem rebooted
00440741	11/20/18	11/21/18	Captions	Captions Not working/starting	Phone rebooted
00462542	11/20/18	11/27/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00409823	11/20/18	11/21/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00421477	11/20/18	11/21/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00411374	11/20/18	11/21/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00549646	11/20/18	11/25/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00494635	11/20/18	11/21/18	Captions	Captions Not working/starting	Phone rebooted
00441291	11/20/18	11/21/18	Caption Phone	Screen unresponsive	Device replaced
00489070	11/20/18	11/28/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00490552	11/20/18	11/21/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00466486	11/20/18	11/27/18	Captions	Captions Not working/starting	Phone power reconnected
00406718	11/20/18	11/21/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00469460	11/20/18	11/21/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00549785	11/20/18	11/21/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00434466	11/20/18	11/28/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00416471	11/20/18	12/03/18	Caption Phone	Answering machine isn't taking messages	Training provided
00492488	11/20/18	11/23/18	Captions	Captions Not working/starting	Phone rebooted
00542239	11/20/18	11/21/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00428380	11/20/18	11/21/18	Caption Phone	Losing internet connection	Environmental issue resolved
00421125	11/20/18	11/21/18	Caption Phone	Answering machine won't play messages	No Issue Found
00435750	11/21/18	11/29/18	Caption Phone	Can't make and/or receive calls	Wifi lookup
00455313	11/21/18	11/21/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00518030	11/21/18	11/23/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00510458	11/21/18	11/21/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00463363	11/21/18	11/21/18	Caption Phone	Losing internet connection	Training Provided
00544955	11/21/18	11/23/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00423436	11/21/18	11/23/18	Caption Phone	Answering machine won't play messages	Training Provided
00424509	11/21/18	11/23/18	Caption Phone	Phone turns on and off by itself	Issue on user's end, non-reproducible
00550672	11/21/18	11/23/18	Captions	Captions Not working/starting	Router/modem rebooted
00506691	11/21/18	11/23/18	Caption Phone	Losing internet connection	No Issue Found
00453698	11/21/18	11/29/18	Caption Phone	Can't make and/or receive calls	Training Provided
00412156	11/21/18	12/05/18	Caption Phone	Screen won't turn off/turn on	Phone power reconnected
00439479	11/21/18	11/28/18	Caption Phone	Screen unresponsive	Phone rebooted
00470158	11/21/18	12/03/18	Caption Phone	Losing internet connection	No Issue Found
00546721	11/21/18	11/23/18	Captions	Captions Not working/starting	Phone rebooted

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00455125	11/21/18	11/23/18	Captions	Captions Not working/starting	Outage resolved
00406978	11/21/18	12/03/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00513053	11/21/18	12/06/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00508119	11/21/18	11/23/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00439943	11/21/18	11/23/18	Captions	Captions Not working/starting	Router/modem rebooted
00406977	11/21/18	12/05/18	Caption Phone	Can't make and/or receive calls	DSL filters issues, resolved
00526053	11/21/18	12/05/18	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00450981	11/21/18	12/06/18	Captions	Captions Not working/starting	No Issue Found
00535546	11/21/18	11/23/18	Captions	Captions Not working/starting	Phone rebooted
00460864	11/21/18	11/23/18	Caption Phone	Losing internet connection	No Issue Found
00494618	11/21/18	11/23/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00417799	11/21/18	12/06/18	Caption Phone	Losing internet connection	Environmental issue resolved
00478038	11/21/18	11/30/18	Captions	Captions Not working/starting	Phone rebooted
00539310	11/21/18	11/26/18	Captions	Captions Not working/starting	Phone rebooted
00465735	11/21/18	11/23/18	Captions	Captions not accurate	Phone rebooted
00469610	11/21/18	11/23/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00404552	11/21/18	11/24/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00540278	11/21/18	11/24/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00534175	11/22/18	11/24/18	Caption Phone	Losing internet connection	Environmental issue resolved
00535961	11/23/18	11/24/18	Captions	Captions Not working/starting	Router/modem rebooted
00491046	11/23/18	11/24/18	Captions	Captions Not working/starting	Phone rebooted
00474308	11/23/18	12/01/18	Captions	Captions Not working/starting	Phone line reconnected, resolved
00486134	11/23/18	11/24/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00468150	11/23/18	11/25/18	Captions	Captions Not working/starting	Phone rebooted
00514870	11/23/18	11/25/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00506590	11/23/18	12/05/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00457286	11/23/18	11/28/18	Captions	Captions Not working/starting	Router/modem rebooted
00404521	11/23/18	11/25/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00446090	11/23/18	12/04/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00477038	11/23/18	12/05/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00522670	11/23/18	11/25/18	Caption Phone	Screen won't turn off/turn on	Device replaced
00473169	11/23/18	11/25/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00530133	11/23/18	11/25/18	Captions	Captions Not working/starting	Wifi lookup
00550272	11/23/18	11/26/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00462530	11/23/18	12/04/18	Caption Phone	Losing internet connection	Environmental issue resolved
00491951	11/23/18	11/26/18	Caption Phone	Answering machine isn't taking messages	Training provided
00457907	11/23/18	11/26/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00433884	11/23/18	11/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00414293	11/23/18	12/06/18	Captions	Captions Not working/starting	Phone rebooted
00404553	11/23/18	11/26/18	Caption Phone	Losing internet connection	Phone rebooted
00437554	11/23/18	11/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00445177	11/23/18	11/30/18	Captions	Captions Not working/starting	Phone rebooted
00431040	11/23/18	12/05/18	Caption Phone	Losing internet connection	Environmental issue resolved
00429204	11/23/18	11/26/18	Captions	Captions Not working/starting	Phone rebooted
00432129	11/23/18	11/30/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00432130	11/23/18	11/26/18	Caption Phone	Answering machine isn't taking messages	Training provided
00445532	11/23/18	11/26/18	Captions	Captions Not working/starting	Unable to contact
00520521	11/23/18	11/26/18	Caption Phone	Answering machine isn't taking messages	Issue with the phone, corrected
00425845	11/23/18	12/07/18	Caption Phone	Caller ID not working	Environmental issue resolved
00536013	11/23/18	11/27/18	Caption Phone	Losing internet connection	Environmental issue resolved
00473075	11/23/18	11/26/18	Captions	Captions Not working/starting	Router/modem rebooted
00407643	11/23/18	11/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00539621	11/24/18	11/29/18	Captions	Captions Not working/starting	Phone rebooted
00431638	11/24/18	11/30/18	Caption Phone	Can't make and/or receive calls	Training Provided
00406952	11/24/18	11/26/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00530610	11/24/18	11/26/18	Captions	Captions Not working/starting	Phone rebooted
00417259	11/24/18	11/29/18	Captions	Captions Not working/starting	Phone rebooted
00477345	11/24/18	11/30/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00421512	11/24/18	11/29/18	Captions	Captions Not working/starting	Router/modem rebooted
00409325	11/25/18	11/26/18	Caption Phone	Can't make and/or receive calls	Training Provided
00462879	11/25/18	11/26/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00448255	11/25/18	11/26/18	Captions	Captions Not working/starting	Phone rebooted
00433855	11/25/18	11/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00499185	11/25/18	11/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00498026	11/25/18	11/27/18	Caption Phone	Screen won't turn off/turn on	No Issue with Phone or Service Found
00407364	11/25/18	11/27/18	Captions	Captions Not working/starting	Phone rebooted
00418705	11/25/18	11/27/18	Captions	Captions Not working/starting	Phone rebooted
00527439	11/25/18	11/27/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00460212	11/25/18	11/28/18	Caption Phone	Can't make and/or receive calls	Training Provided
00491490	11/25/18	11/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00432209	11/25/18	11/27/18	Captions	Captions Not working/starting	Phone rebooted
00420129	11/26/18	11/27/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00472687	11/26/18	11/27/18	Captions	Captions not accurate	Part/Other
00457317	11/26/18	11/27/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00465577	11/26/18	12/06/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00404526	11/26/18	11/27/18	Captions	Captions Not working/starting	Phone rebooted

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00423276	11/26/18	11/27/18	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00473749	11/26/18	11/27/18	Caption Phone	Can't make and/or receive calls	Part/Other
00441507	11/26/18	11/27/18	Captions	Captions Not working/starting	Phone rebooted
00517657	11/26/18	11/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00409820	11/26/18	11/27/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00437990	11/26/18	11/27/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00419576	11/26/18	11/30/18	Caption Phone	Losing internet connection	Reconnected to customer network
00480855	11/26/18	11/27/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00550612	11/26/18	12/05/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00455477	11/26/18	11/27/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00487096	11/26/18	12/03/18	Caption Phone	Answering machine won't play messages	Training Provided
00406038	11/26/18	11/27/18	Caption Phone	Screen unresponsive	Part/Other
00546315	11/26/18	11/27/18	Caption Phone	Losing internet connection	Device moved
00412108	11/26/18	11/27/18	Captions	Captions not accurate	Issue on user's end, non-reproducible
00453228	11/26/18	11/27/18	Caption Phone	Is stuck on the boot up screen	Device replaced
00494006	11/26/18	11/30/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00538058	11/26/18	12/07/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00542336	11/26/18	12/02/18	Caption Phone	Can't make and/or receive calls	Training Provided
00406861	11/26/18	12/05/18	Captions	Captions not accurate	Training Provided
00407774	11/26/18	11/27/18	Caption Phone	Can't make and/or receive calls	Training provided
00422228	11/26/18	11/27/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00506955	11/26/18	11/27/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00490642	11/26/18	11/29/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00463235	11/26/18	11/27/18	Caption Phone	Answering machine isn't taking messages	Customer Refused Additional Support
00417692	11/26/18	12/03/18	Captions	Captions Not working/starting	Router/modem rebooted
00416649	11/26/18	12/07/18	Captions	Captions Not working/starting	Wifi lookup
00500493	11/26/18	11/27/18	Caption Phone	Answering machine isn't taking messages	Part/Other
00485148	11/26/18	11/27/18	Caption Phone	Screen won't turn off/turn on	Training provided
00486141	11/26/18	11/27/18	Caption Phone	Answering machine isn't taking messages	Outage resolved
00450420	11/27/18	11/27/18	Captions	Captions Not working/starting	Phone rebooted
00462513	11/27/18	11/27/18	Captions	Captions Not working/starting	Outage resolved
00540219	11/27/18	11/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00548655	11/27/18	11/28/18	Captions	Captions Not working/starting	Phone rebooted
00480934	11/27/18	11/28/18	Caption Phone	Screen unresponsive	Device replaced
00460117	11/27/18	12/01/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00480986	11/27/18	11/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00409352	11/27/18	11/28/18	Caption Phone	Answering machine won't play messages	Outage resolved
00432117	11/27/18	11/28/18	Captions	Captions Not working/starting	No Issue Found
00517552	11/27/18	12/01/18	Caption Phone	Answering machine won't play messages	Training Provided
00477328	11/27/18	11/28/18	Captions	Captions Not working/starting	Router/modem rebooted
00452691	11/27/18	12/04/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00476211	11/27/18	11/28/18	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00449923	11/27/18	11/28/18	Caption Phone	Screen won't turn off/turn on	ISP/Telco service issue, customer to follow up
00512551	11/27/18	11/28/18	Caption Phone	Losing internet connection	Training Provided
00529264	11/27/18	12/01/18	Caption Phone	Answering machine won't play messages	Training provided
00500879	11/27/18	12/02/18	Caption Phone	Phone turns on and off by itself	Issue on user's end, non-reproducible
00445998	11/27/18	11/28/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00460992	11/27/18	11/29/18	Caption Phone	Losing internet connection	Environmental issue resolved
00407464	11/27/18	11/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00507579	11/27/18	11/28/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00479319	11/27/18	11/28/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00539418	11/27/18	11/28/18	Caption Phone	Can't make and/or receive calls	Training Provided
00542908	11/27/18	11/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00493099	11/27/18	11/28/18	Captions	Captions Not working/starting	Phone rebooted
00470889	11/27/18	12/06/18	Caption Phone	Losing internet connection	Installed/Replaced Router
00547214	11/27/18	11/28/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00430052	11/27/18	11/29/18	Caption Phone	Screen won't turn off/turn on	Environmental issue resolved
00429444	11/27/18	12/01/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00427006	11/27/18	11/29/18	Captions	Captions Not working/starting	Phone rebooted
00466057	11/27/18	12/06/18	Captions	Captions Not working/starting	Router/modem rebooted
00479096	11/27/18	11/29/18	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00447738	11/27/18	11/30/18	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00483970	11/27/18	11/29/18	Captions	Captions Not working/starting	Reconnected to customer network
00544229	11/27/18	11/29/18	Caption Phone	Can't make and/or receive calls	Training Provided
00511491	11/27/18	11/29/18	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00438431	11/27/18	12/06/18	Captions	Captions Not working/starting	Unable to contact
00512255	11/27/18	11/30/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00492986	11/27/18	11/29/18	Caption Phone	Screen won't turn off/turn on	Training Provided
00450072	11/27/18	12/07/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00436624	11/27/18	12/06/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00450689	11/27/18	11/29/18	Captions	Captions Not working/starting	Phone rebooted
00430903	11/27/18	12/03/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00471544	11/27/18	12/01/18	Caption Phone	Answering machine isn't taking messages	Part/Other
00533450	11/27/18	12/04/18	Captions	Captions Not working/starting	No Trouble Found
00435278	11/27/18	12/03/18	Caption Phone	Answering machine won't play messages	Environmental issue resolved
00477294	11/27/18	12/06/18	Caption Phone	Losing internet connection	Wifi extender installed

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00478118	11/27/18	11/29/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00425225	11/27/18	11/29/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00540312	11/27/18	12/01/18	Captions	Captions Not working/starting	Phone rebooted
00544854	11/27/18	12/05/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00520898	11/27/18	11/29/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00508422	11/28/18	11/29/18	Caption Phone	Answering machine won't play messages	Environmental issue resolved
00500092	11/28/18	11/29/18	Caption Phone	Losing internet connection	No Issue Found
00531629	11/28/18	11/29/18	Caption Phone	Screen won't turn off/turn on	Customer Refused Additional Support
00455082	11/28/18	11/30/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00541591	11/28/18	11/29/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00531119	11/28/18	11/29/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00451605	11/28/18	11/29/18	Caption Phone	Answering machine isn't taking messages	Customer Network/Environment Issue, Customer to Follow-up
00413892	11/28/18	11/29/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00471083	11/28/18	11/30/18	Captions	Captions Not working/starting	Router/modem rebooted
00434684	11/28/18	11/30/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00437869	11/28/18	11/30/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00503609	11/28/18	12/05/18	Caption Phone	Losing internet connection	Customer Refused Additional Support
00532993	11/28/18	11/30/18	Caption Phone	Other party cannot hear me	No Trouble Found
00539788	11/28/18	11/30/18	Caption Phone	Phone turns on and off by itself	Phone rebooted
00484377	11/28/18	12/07/18	Caption Phone	Losing internet connection	Customer Network/Environment Issue, Customer to Follow-up
00474192	11/28/18	11/30/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00463298	11/28/18	11/30/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00510739	11/28/18	11/30/18	Caption Phone	Screen won't turn off/turn on	Replace cable, handset, accessory
00501051	11/28/18	11/30/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00417253	11/28/18	11/30/18	Captions	Captions Not working/starting	Reconnected to customer network
00454865	11/28/18	11/30/18	Caption Phone	Can't make and/or receive calls	Device moved
00482642	11/28/18	11/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00533653	11/28/18	12/01/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00539454	11/28/18	11/30/18	Caption Phone	Losing internet connection	Part/Other
00544663	11/28/18	11/30/18	Caption Phone	Losing internet connection	Customer Network/Environment Issue, Customer to Follow-up
00512598	11/28/18	11/30/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00541971	11/28/18	11/30/18	Captions	Captions Not working/starting	Training Provided
00495695	11/28/18	11/30/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00424679	11/28/18	11/30/18	Captions	Captions Not working/starting	No Trouble Found
00528566	11/28/18	12/04/18	Caption Phone	Losing internet connection	Phone rebooted
00500350	11/28/18	11/30/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00441371	11/28/18	12/05/18	Captions	Captions Not working/starting	Unable to contact
00415365	11/28/18	12/01/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00449037	11/29/18	12/05/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00458954	11/29/18	12/01/18	Captions	Captions Not working/starting	Phone rebooted
00420206	11/29/18	12/01/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00432100	11/29/18	12/07/18	Captions	Captions Not working/starting	No Issue Found
00444242	11/29/18	12/01/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00473664	11/29/18	12/01/18	Caption Phone	Can't make and/or receive calls	DSL filters issues, resolved
00493776	11/29/18	12/04/18	Caption Phone	Answering machine isn't taking messages	Phone Being RMA'd
00475677	11/29/18	12/01/18	Caption Phone	Losing internet connection	Wifi lookup
00550885	11/29/18	12/01/18	Caption Phone	Screen unresponsive	Device replaced
00509661	11/29/18	12/01/18	Caption Phone	Losing internet connection	Environmental issue resolved
00446003	11/29/18	12/06/18	Caption Phone	Losing internet connection	Environmental issue resolved
00550886	11/29/18	12/02/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00431712	11/29/18	12/02/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00491885	11/29/18	12/02/18	Caption Phone	Phone turns on and off by itself	Return Kit/PPML sent
00441831	11/29/18	12/04/18	Caption Phone	Caller ID not working	Phone rebooted
00412191	11/29/18	12/04/18	Caption Phone	Answering machine isn't taking messages	Phone line reconnected, resolved
00475623	11/29/18	12/03/18	Captions	Captions Not working/starting	Phone rebooted
00451100	11/29/18	12/03/18	Captions	Captions Not working/starting	Installed/Replaced Router
00420783	11/29/18	12/03/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00452312	11/29/18	12/03/18	Captions	Captions Not working/starting	Modified firewall setting
00522194	11/29/18	12/03/18	Captions	Captions Not working/starting	Training Provided
00520771	11/29/18	12/03/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00459789	11/29/18	12/03/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00514014	11/29/18	12/03/18	Caption Phone	Screen unresponsive	Plugged the device into power
00410178	11/29/18	12/03/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00428768	11/29/18	12/03/18	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00527588	11/29/18	12/04/18	Captions	Captions Not working/starting	Unable to contact
00487450	11/29/18	12/03/18	Captions	Captions Not working/starting	Router/modem rebooted
00435924	11/29/18	12/04/18	Caption Phone	Answering machine isn't taking messages	No Issue Found
00506478	11/29/18	12/06/18	Captions	Captions Not working/starting	Phone line reconnected, resolved
00453929	11/29/18	12/03/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00527546	11/29/18	12/03/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00508153	11/29/18	12/03/18	Captions	Captions Not working/starting	Training Provided
00465937	11/29/18	12/03/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00446904	11/29/18	12/04/18	Caption Phone	Phone turns on and off by itself	ISP/Telco service issue, customer to follow up
00426347	11/29/18	12/04/18	Captions	Captions Not working/starting	Caption complaint reported
00434492	11/29/18	12/07/18	Caption Phone	Answering machine isn't taking messages	Training provided
00529103	11/30/18	12/04/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved

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00423070	11/30/18	12/04/18	Captions	Captions Not working/starting	Router/modem rebooted
00527878	11/30/18	12/05/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00483098	11/30/18	12/04/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00498590	11/30/18	12/04/18	Caption Phone	Losing internet connection	Router/modem rebooted
00456790	11/30/18	12/04/18	Caption Phone	Can't make and/or receive calls	Training Provided
00463335	11/30/18	12/04/18	Caption Phone	Losing internet connection	Router/modem rebooted
00546762	11/30/18	12/04/18	Captions	Captions Not working/starting	Router/modem rebooted
00523161	11/30/18	12/04/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00419625	11/30/18	12/04/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00408215	11/30/18	12/04/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00411829	11/30/18	12/04/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00419384	11/30/18	12/04/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00477331	11/30/18	12/04/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00436793	11/30/18	12/04/18	Captions	Captions Not working/starting	Installed/Replaced Router
00441534	11/30/18	12/05/18	Caption Phone	Screen won't turn off/turn on	Part/Other
00498678	11/30/18	12/04/18	Captions	Captions Not working/starting	Wifi lookup
00489448	11/30/18	12/07/18	Caption Phone	Losing internet connection	No Issue Found
00429572	11/30/18	12/05/18	Captions	Captions Not working/starting	No Issue Found
00415134	11/30/18	12/05/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00537446	11/30/18	12/05/18	Captions	Captions Not working/starting	Phone rebooted
00479027	11/30/18	12/05/18	Caption Phone	Losing internet connection	Environmental issue resolved
00448139	11/30/18	12/05/18	Captions	Captions Not working/starting	Phone rebooted
00425116	11/30/18	12/05/18	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00521846	11/30/18	12/05/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00438004	11/30/18	12/05/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00474900	11/30/18	12/05/18	Captions	Captions Not working/starting	Phone rebooted
00496311	12/01/18	12/05/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00535387	12/01/18	12/05/18	Captions	Captions Not working/starting	Phone rebooted
00532887	12/01/18	12/05/18	Captions	Captions Not working/starting	Router/modem rebooted
00486181	12/01/18	12/05/18	Caption Phone	Phone turns on and off by itself	Issue on user's end, non-reproducible
00421539	12/01/18	12/05/18	Captions	Captions Not working/starting	Training Provided
00535565	12/01/18	12/05/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00482363	12/01/18	12/05/18	Captions	Captions Not working/starting	Router/modem rebooted
00443058	12/01/18	12/05/18	Captions	Captions Not working/starting	Phone rebooted
00520774	12/01/18	12/05/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00466915	12/01/18	12/06/18	Caption Phone	Screen unresponsive	Device replaced
00436218	12/01/18	12/06/18	Captions	Captions Not working/starting	Router/modem rebooted
00544141	12/01/18	12/06/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00499388	12/01/18	12/06/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00424680	12/01/18	12/07/18	Caption Phone	Losing internet connection	Environmental issue resolved
00479325	12/02/18	12/06/18	Captions	Captions Not working/starting	Phone rebooted
00430185	12/02/18	12/06/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00433092	12/02/18	12/06/18	Captions	Captions Not working/starting	Phone rebooted
00413810	12/02/18	12/06/18	Captions	Captions Not working/starting	Phone rebooted
00454836	12/02/18	12/06/18	Captions	Captions Not working/starting	Router/modem rebooted
00449717	12/02/18	12/07/18	Caption Phone	Can't make and/or receive calls	Device replaced
00550649	12/03/18	12/07/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00525117	12/03/18	12/06/18	Captions	Captions not accurate	Training Provided
00440446	12/03/18	12/07/18	Caption Phone	Screen unresponsive	Phone rebooted
00432827	12/03/18	12/06/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00484966	12/03/18	12/06/18	Caption Phone	Can't make and/or receive calls	Device replaced
00409332	12/03/18	12/06/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00451716	12/03/18	12/06/18	Caption Phone	Can't make and/or receive calls	Installed phone splitter
00525191	12/03/18	12/06/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00415489	12/03/18	12/06/18	Captions	Captions Not working/starting	No Trouble Found
00451183	12/03/18	12/07/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00459164	12/03/18	12/07/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00411597	12/03/18	12/07/18	Caption Phone	Answering machine won't play messages	Training Provided
00454469	12/03/18	12/07/18	Captions	Captions Not working/starting	Phone rebooted
00532090	12/03/18	12/07/18	Caption Phone	Phone turns on and off by itself	Replace cable, handset, accessory
00533121	12/03/18	12/07/18	Captions	Captions Not working/starting	Phone rebooted
00495844	12/03/18	12/07/18	Caption Phone	Screen unresponsive	Training Provided
00469756	12/03/18	12/07/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00539379	12/03/18	12/07/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00493503	12/03/18	12/07/18	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00434467	12/03/18	12/07/18	Caption Phone	Screen unresponsive	Phone Being RMA'd
00537793	12/03/18	12/07/18	Captions	Captions Not working/starting	No problem found
00490291	12/03/18	12/07/18	Captions	Captions Not working/starting	Router/modem rebooted
00492696	12/03/18	12/07/18	Caption Phone	Can't make and/or receive calls	Replaced Phone
00412216	12/03/18	12/07/18	Caption Phone	Can't make and/or receive calls	Training Provided
00536108	12/03/18	12/07/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00534015	12/03/18	12/07/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00458490	12/04/18	12/07/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00457494	12/04/18	12/07/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00468549	12/04/18	12/07/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00506505	12/04/18	12/17/18	Captions	Captions Not working/starting	Reconnected to customer network

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00521418	12/04/18	12/07/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00416204	12/04/18	12/07/18	Caption Phone	Answering machine won't play messages	Training Provided
00533895	12/04/18	12/07/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00551417	12/04/18	03/19/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00496234	12/04/18	03/07/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00528722	12/04/18	02/27/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00537524	12/04/18	01/16/19	Captions	Captions Not working/starting	Training Provided
00543131	12/04/18	03/19/19	Caption Phone	Losing internet connection	Part/Other
00540635	12/04/18	12/07/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00504387	12/04/18	12/07/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00544956	12/04/18	12/07/18	Captions	Captions Not working/starting	Phone rebooted
00542770	12/04/18	12/07/18	Captions	Captions Not working/starting	Phone rebooted
00503531	12/04/18	12/07/18	Captions	Captions not accurate	Phone rebooted
00542771	12/04/18	12/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00410157	12/04/18	12/07/18	Captions	Captions Not working/starting	Customer disposed
00479557	12/04/18	01/25/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00521146	12/04/18	12/28/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00424516	12/04/18	02/12/19	Captions	Captions Not working/starting	Phone rebooted
00508000	12/04/18	12/31/18	Captions	Captions not accurate	Caption Issue escalated
00420765	12/04/18	02/15/19	Caption Phone	Can't make and/or receive calls	Part/Other
00445526	12/04/18	02/03/19	Caption Phone	Losing internet connection	Environmental issue resolved
00421540	12/04/18	12/07/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00487323	12/04/18	12/26/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00497134	12/04/18	02/12/19	Caption Phone	Answering machine won't play messages	Usage issue, training
00480369	12/05/18	02/07/19	Captions	Captions Not working/starting	Unable to contact
00456511	12/05/18	03/01/19	Captions	Captions Not working/starting	No Issue Found
00432460	12/05/18	12/07/18	Caption Phone	Can't make and/or receive calls	Return Kit/PPML sent
00420093	12/05/18	03/13/19	Caption Phone	Losing internet connection	Installed/Replaced Router
00433925	12/05/18	03/23/19	Captions	Captions Not working/starting	Unable to contact
00542934	12/05/18	05/16/19	Caption Phone	Answering machine won't play messages	No Issue Found
00499371	12/05/18	12/07/18	Captions	Captions not accurate	Phone rebooted
00420237	12/05/18	02/16/19	Captions	Captions Not working/starting	Phone rebooted
00409659	12/05/18	05/27/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00476833	12/05/18	02/16/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00424010	12/05/18	02/16/19	Captions	Captions Not working/starting	Router/modem rebooted
00518978	12/05/18	02/19/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00502672	12/05/18	12/07/18	Caption Phone	Can't make and/or receive calls	Training Provided
00538717	12/05/18	12/07/18	Caption Phone	Screen unresponsive	Phone rebooted
00463236	12/05/18	01/04/19	Captions	Captions Not working/starting	Unable to contact
00476085	12/05/18	12/07/18	Captions	Captions Not working/starting	Phone rebooted
00492496	12/05/18	12/07/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00438042	12/05/18	12/07/18	Caption Phone	Losing internet connection	Customer Network/Environment Issue, Customer to Follow-up
00553209	12/05/18	12/07/18	Captions	Captions Not working/starting	Wifi lookup
00538566	12/05/18	02/27/19	Captions	Captions Not working/starting	Router/modem rebooted
00544510	12/05/18	02/24/19	Caption Phone	Losing internet connection	Environmental issue resolved
00444959	12/05/18	02/24/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00470034	12/05/18	03/07/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00484069	12/05/18	12/07/18	Caption Phone	Answering machine isn't taking messages	Part/Other
00530972	12/05/18	12/11/18	Caption Phone	Losing internet connection	Wifi lookup
00416193	12/06/18	12/07/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00478579	12/06/18	02/28/19	Captions	Captions Not working/starting	Training Provided
00511191	12/06/18	12/07/18	Captions	Captions Not working/starting	Phone rebooted
00504316	12/06/18	12/07/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00486444	12/06/18	01/08/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00429474	12/06/18	12/07/18	Caption Phone	Losing internet connection	Phone Being RMA'd
00434366	12/06/18	12/07/18	Captions	Captions Not working/starting	Phone rebooted
00489129	12/06/18	12/31/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00438139	12/06/18	12/07/18	Caption Phone	Answering machine won't play messages	Training Provided
00438500	12/06/18	12/07/18	Captions	Captions Not working/starting	Phone rebooted
00427926	12/06/18	12/07/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00405965	12/06/18	12/16/18	Caption Phone	Answering machine won't play messages	Customer network issue resolved
00434186	12/06/18	12/07/18	Caption Phone	Caller ID not working	Training Provided
00468675	12/06/18	12/07/18	Caption Phone	Screen won't turn off/turn on	No Issue with Phone or Service Found
00426297	12/06/18	03/24/19	Caption Phone	Screen unresponsive	Phone Being RMA'd
00498168	12/06/18	03/25/19	Captions	Captions Not working/starting	Phone rebooted
00530309	12/06/18	12/07/18	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00501043	12/06/18	12/07/18	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00530308	12/06/18	03/19/19	Caption Phone	Screen won't turn off/turn on	Device replaced
00517412	12/06/18	12/07/18	Caption Phone	Answering machine won't play messages	Memory resource issue resolved
00478193	12/06/18	12/07/18	Caption Phone	Caller ID not working	Training Provided
00530641	12/06/18	12/26/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00409038	12/06/18	12/28/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00546372	12/06/18	12/17/18	Captions	Captions Not working/starting	Reconnected to customer network
00526530	12/06/18	12/07/18	Caption Phone	Answering machine won't play messages	Environmental issue resolved
00408968	12/06/18	12/07/18	Captions	Captions Not working/starting	Phone rebooted
00543250	12/07/18	12/07/18	Caption Phone	Can't make and/or receive calls	Device moved

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00424419	12/07/18	12/07/18	Captions	Captions Not working/starting	Phone rebooted
00468946	12/07/18	12/31/18	Caption Phone	Screen unresponsive	Device replaced
00463237	12/07/18	12/12/18	Captions	Captions Not working/starting	No Issue Found
00506667	12/07/18	03/27/19	Caption Phone	Losing internet connection	Phone Being RMA'd
00504900	12/07/18	03/28/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00429546	12/07/18	05/27/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00539622	12/07/18	12/07/18	Captions	Captions Not working/starting	No Issue Found
00496340	12/07/18	12/07/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00423071	12/07/18	04/02/19	Captions	Captions Not working/starting	Router/modem rebooted
00431858	12/07/18	12/31/18	Captions	Captions Not working/starting	Phone rebooted
00507187	12/07/18	03/31/19	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00506192	12/07/18	03/31/19	Caption Phone	Answering machine isn't taking messages	Training provided
00413819	12/07/18	12/07/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00422909	12/07/18	04/02/19	Captions	Captions Not working/starting	Phone rebooted
00530422	12/07/18	12/07/18	Caption Phone	Answering machine won't play messages	Issue on user's end, non-reproducible
00473726	12/07/18	01/15/19	Captions	Captions Not working/starting	Unable to Contact
00490846	12/07/18	12/26/18	Caption Phone	Caller ID not working	Reconnected to customer network
00413490	12/07/18	12/07/18	Caption Phone	Answering machine won't play messages	Training Provided
00485845	12/07/18	12/07/18	Captions	Captions Not working/starting	No Issue Found
00497101	12/07/18	12/07/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00447144	12/07/18	12/07/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00519559	12/07/18	12/17/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00419805	12/07/18	12/07/18	Captions	Captions Not working/starting	No Issue Found
00494037	12/07/18	12/07/18	Caption Phone	Screen unresponsive	Part/Other
00483654	12/07/18	01/17/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00530399	12/07/18	12/07/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00553279	12/10/18	01/07/19	Caption Phone	Losing internet connection	Customer Network/Environment Issue, Customer to Follow-up
00553286	12/10/18		Caption Phone	Screen unresponsive	Phone Being RMA'd
00553301	12/10/18	12/10/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00553305	12/10/18	12/10/18	Captions	Captions Not working/starting	Phone rebooted
00553339	12/10/18	12/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00553346	12/10/18	12/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00553347	12/10/18	12/10/18	Captions	Captions Not working/starting	Phone rebooted
00553360	12/10/18	12/10/18	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00553378	12/10/18	12/10/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00553396	12/10/18	12/10/18	Caption Phone	Losing internet connection	Phone rebooted
00553406	12/10/18	12/10/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00553407	12/10/18	12/18/18	Caption Phone	Losing internet connection	Phone rebooted
00553438	12/10/18	12/17/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00553463	12/10/18	12/10/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00553486	12/10/18	12/10/18	Captions	Captions Not working/starting	Usage issue, training
00553516	12/10/18	02/19/19	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00553518	12/10/18	12/13/18	Caption Phone	Answering machine isn't taking messages	Customer Network/Environment Issue, Customer to Follow-up
00553536	12/10/18	12/10/18	Captions	Captions Not working/starting	Router/modem rebooted
00553539	12/10/18	12/10/18	Captions	Captions Not working/starting	Usage issue, training
00553560	12/10/18	12/10/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00553583	12/10/18	12/18/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00553590	12/10/18	01/04/19	Caption Phone	Losing internet connection	Phone rebooted
00553597	12/10/18	12/10/18	Caption Phone	Screen won't turn off/turn on	Phone setting adjusted
00553601	12/10/18	12/10/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00553607	12/10/18	12/10/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00553612	12/10/18	12/10/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00553630	12/10/18	12/10/18	Captions	Captions not accurate	Caption complaint reported
00553649	12/11/18	12/11/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00553663	12/11/18	12/11/18	Captions	Captions Not working/starting	Router/modem rebooted
00553665	12/11/18	12/11/18	Captions	Captions Not working/starting	Router/modem rebooted
00553669	12/11/18	12/11/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00553689	12/11/18	05/30/19	Captions	Captions too far behind conversation/lagging	Phone rebooted
00553735	12/11/18	12/11/18	Captions	Captions Not working/starting	No Issue Found
00553766	12/11/18	12/11/18	Captions	Captions Not working/starting	Training Provided
00553786	12/11/18	12/16/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00553817	12/11/18	12/29/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00553831	12/11/18	12/11/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00553832	12/11/18	12/14/18	Caption Phone	Losing internet connection	Phone rebooted
00553883	12/11/18	12/11/18	Captions	Captions not accurate	Training Provided
00553928	12/11/18	01/15/19	Caption Phone	Can't make and/or receive calls	Replaced Phone
00553929	12/11/18	12/11/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00553948	12/11/18	06/15/19	Caption Phone	Can't make and/or receive calls	Training Provided
00553956	12/11/18	12/20/18	Caption Phone	Caller ID not working	Phone rebooted
00553968	12/11/18	12/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00554007	12/11/18	12/11/18	Captions	Captions Not working/starting	Router/modem rebooted
00554024	12/11/18	12/11/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00554062	12/11/18	12/11/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00554084	12/11/18	12/11/18	Captions	Captions Not working/starting	Phone rebooted
00554091	12/11/18	12/26/18	Captions	Captions Not working/starting	Router/modem rebooted
00554109	12/11/18	06/25/19	Caption Phone	Losing internet connection	Environmental issue resolved

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00554111	12/11/18	12/11/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00554197	12/12/18	12/14/18	Caption Phone	Screen unresponsive	Device replaced
00554198	12/12/18	12/12/18	Caption Phone	Losing internet connection	No Issue Found
00554226	12/12/18	12/12/18	Captions	Captions Not working/starting	Phone rebooted
00554239	12/12/18	06/21/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00554280	12/12/18	12/12/18	Caption Phone	Losing internet connection	Router/modem cable reconnected
00554320	12/12/18	12/12/18	Captions	Captions Not working/starting	Phone rebooted
00554356	12/12/18	05/25/19	Captions	Captions Not working/starting	Phone rebooted
00554437	12/12/18	12/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00554454	12/12/18	12/12/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00554466	12/12/18	06/21/19	Captions	Captions Not working/starting	Phone rebooted
00554474	12/12/18	05/28/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00554477	12/12/18	12/12/18	Captions	Captions Not working/starting	Phone rebooted
00554478	12/12/18	06/19/19	Caption Phone	Caller ID not working	Phone setting adjusted
00554497	12/12/18	12/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00554513	12/12/18	12/31/18	Captions	Captions Not working/starting	Training provided
00554519	12/12/18	12/14/18	Caption Phone	Phone turns on and off by itself	Phone setting adjusted
00554537	12/12/18	12/12/18	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00554554	12/12/18	12/18/18	Captions	Stopping during calls	Unable to Contact
00554585	12/12/18	12/12/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00554602	12/12/18	06/09/19	Captions	Captions Not working/starting	Router/modem rebooted
00554610	12/12/18	06/13/19	Captions	Captions Not working/starting	Unable to Contact
00554618	12/12/18	12/28/18	Captions	Captions Not working/starting	No problem found
00554622	12/12/18	02/13/19	Caption Phone	Screen unresponsive	Unable to Contact
00554642	12/12/18	12/12/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00554643	12/12/18	12/12/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00554680	12/13/18	12/13/18	Caption Phone	Answering machine won't play messages	No Issue Found
00554685	12/13/18	01/16/19	Captions	Captions Not working/starting	Phone rebooted
00554689	12/13/18	06/09/19	Captions	Captions Not working/starting	Phone rebooted
00554701	12/13/18	06/09/19	Caption Phone	Screen won't turn off/turn on	Device replaced
00554713	12/13/18	01/04/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00554717	12/13/18	12/27/18	Caption Phone	Answering machine won't play messages	Training Provided
00554752	12/13/18	06/09/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00554772	12/13/18	12/13/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00554777	12/13/18	01/25/19	Captions	Captions Not working/starting	Training Provided
00554782	12/13/18	12/31/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00554862	12/13/18	12/20/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00554874	12/13/18	01/23/19	Caption Phone	Screen unresponsive	Training provided
00554875	12/13/18	12/13/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00554876	12/13/18	12/16/18	Caption Phone	Losing internet connection	Device moved
00554877	12/13/18	12/13/18	Caption Phone	Losing internet connection	No Issue Found
00554880	12/13/18	12/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00554891	12/13/18	12/13/18	Caption Phone	Caller ID not working	Phone rebooted
00554933	12/13/18		Caption Phone	Screen unresponsive	Phone Being RMA'd
00554961	12/14/18	12/14/18	Caption Phone	Can't make and/or receive calls	Training provided
00554981	12/14/18	12/31/18	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00555034	12/14/18	12/14/18	Captions	Captions Not working/starting	Phone rebooted
00555058	12/14/18	01/15/19	Captions	Captions Not working/starting	Unable to contact
00555210	12/14/18	12/14/18	Caption Phone	Answering machine isn't taking messages	usage issue, training
00555274	12/14/18	12/15/18	Caption Phone	Screen won't turn off/turn on	No Issue with Phone or Service Found
00555283	12/14/18	12/14/18	Captions	Stopping during calls	Training Provided
00555298	12/14/18	12/14/18	Captions	Captions Not working/starting	Ethernet cable reconnected
00555311	12/14/18	12/14/18	Captions	Captions Not working/starting	Router/modem rebooted
00555361	12/14/18	12/14/18	Captions	Captions Not working/starting	Phone rebooted
00555370	12/14/18	12/14/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00555383	12/15/18	12/20/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00555384	12/15/18	12/15/18	Caption Phone	Screen unresponsive	Issue on user's end, non-reproducible
00555387	12/15/18	12/31/18	Captions	Captions Not working/starting	Phone rebooted
00555389	12/15/18	12/15/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00555396	12/15/18	12/15/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00555430	12/15/18	12/19/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00555444	12/15/18	12/15/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00555473	12/15/18	12/16/18	Caption Phone	Can't make and/or receive calls	Training Provided
00555513	12/16/18	12/16/18	Captions	Captions Not working/starting	Phone rebooted
00555517	12/16/18	12/16/18	Captions	Captions Not working/starting	Router/modem cable reconnected
00555518	12/16/18	12/16/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00555523	12/16/18	12/16/18	Caption Phone	Phone turns on and off by itself	No Issue Found
00555524	12/16/18	12/16/18	Captions	Captions Not working/starting	Phone rebooted
00555525	12/16/18	12/16/18	Caption Phone	Can't make and/or receive calls	No Issue Found
00555549	12/17/18	12/17/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00555550	12/17/18	12/17/18	Caption Phone	Losing internet connection	Customer Network/Environment Issue, Customer to Follow-up
00555559	12/17/18	12/27/18	Captions	Captions Not working/starting	No problem found
00555609	12/17/18	12/17/18	Caption Phone	Losing internet connection	Router/modem rebooted
00555636	12/17/18	12/17/18	Captions	Captions Not working/starting	Router/modem rebooted
00555637	12/17/18	12/17/18	Captions	Captions Not working/starting	Wifi lookup
00555643	12/17/18	12/29/18	Caption Phone	Can't make and/or receive calls	Training Provided

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00555651	12/17/18	12/27/18	Caption Phone	Screen unresponsive	Replaced Phone
00555663	12/17/18	02/24/19	Caption Phone	Can't make and/or receive calls	Device replaced
00555708	12/17/18	12/17/18	Captions	Captions not accurate	Caption Issue escalated
00555711	12/17/18	01/07/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00555712	12/17/18	12/17/18	Caption Phone	Phone turns on and off by itself	Device moved
00555718	12/17/18	12/17/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00555720	12/17/18	12/17/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00555732	12/17/18	12/17/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00555752	12/17/18	12/21/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00555762	12/17/18	12/20/18	Caption Phone	Answering machine isn't taking messages	Training provided
00555771	12/17/18	12/17/18	Captions	Captions Not working/starting	Router/modem rebooted
00555772	12/17/18	12/19/18	Captions	Captions Not working/starting	No problem found
00555774	12/17/18	12/17/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00555792	12/17/18	12/20/18	Caption Phone	Answering machine isn't taking messages	Customer Refused Additional Support
00555808	12/17/18	12/31/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00555841	12/17/18	12/17/18	Captions	Captions Not working/starting	Phone rebooted
00555861	12/17/18	12/17/18	Captions	Captions Not working/starting	Router/modem rebooted
00555866	12/17/18	12/17/18	Caption Phone	Answering machine won't play messages	Training Provided
00555905	12/17/18	12/17/18	Caption Phone	Screen unresponsive	Replace cable, handset, accessory
00555910	12/17/18	12/17/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00555939	12/17/18	12/28/18	Caption Phone	Answering machine isn't taking messages	Customer Network/Environment Issue, Customer to Follow-up
00555953	12/18/18	12/18/18	Captions	Captions Not working/starting	Phone rebooted
00555993	12/18/18	12/21/18	Captions	Captions Not working/starting	Wifi lookup
00556070	12/18/18	12/21/18	Caption Phone	Losing internet connection	Environmental issue resolved
00556112	12/18/18		Caption Phone	Screen unresponsive	Phone Being RMA'd
00556124	12/18/18	12/18/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00556135	12/18/18	02/05/19	Caption Phone	Screen unresponsive	Phone Being RMA'd
00556142	12/18/18	01/15/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00556146	12/18/18	12/18/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00556194	12/18/18	12/18/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00556212	12/18/18	12/18/18	Caption Phone	Screen unresponsive	Usage issue, training
00556232	12/18/18	12/18/18	Captions	Captions Not working/starting	Phone rebooted
00556250	12/18/18	12/18/18	Caption Phone	Phone turns on and off by itself	Environmental issue resolved
00556279	12/18/18	12/18/18	Captions	Captions Not working/starting	Phone rebooted
00556290	12/18/18	12/18/18	Caption Phone	Screen unresponsive	Issue on user's end, non-reproducible
00556294	12/18/18	12/18/18	Captions	Captions Not working/starting	Training Provided
00556314	12/18/18	12/19/18	Caption Phone	Losing internet connection	Environmental issue resolved
00556322	12/18/18	12/19/18	Caption Phone	Can't make and/or receive calls	Training Provided
00556324	12/18/18	12/18/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00556375	12/19/18	12/19/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00556401	12/19/18	12/31/18	Caption Phone	Losing internet connection	Router/modem rebooted
00556474	12/19/18	12/26/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00556535	12/19/18	12/19/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00556537	12/19/18	12/19/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00556636	12/19/18	12/31/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00556651	12/19/18	12/19/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00556700	12/19/18	12/19/18	Caption Phone	Losing internet connection	Phone rebooted
00556730	12/19/18	01/17/19	Caption Phone	Losing internet connection	Environmental issue resolved
00556732	12/19/18	01/04/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00556749	12/19/18	12/19/18	Captions	Captions Not working/starting	Router/modem rebooted
00556754	12/19/18	12/26/18	Caption Phone	Losing internet connection	Environmental issue resolved
00556763	12/19/18	12/31/18	Captions	Captions Not working/starting	Phone rebooted
00556814	12/19/18	12/19/18	Captions	Captions Not working/starting	Phone rebooted
00556817	12/19/18	12/19/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00556828	12/19/18	01/02/19	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00556850	12/19/18	01/07/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00556888	12/20/18	12/20/18	Captions	Captions Not working/starting	Router/modem rebooted
00556891	12/20/18	12/20/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00556933	12/20/18	12/20/18	Caption Phone	Losing internet connection	Phone rebooted
00556945	12/20/18	12/20/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00556972	12/20/18	02/07/19	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00556973	12/20/18	12/20/18	Caption Phone	Caller ID not working	Issue on user's end, non-reproducible
00556998	12/20/18	12/20/18	Captions	Captions Not working/starting	Phone rebooted
00556999	12/20/18	12/20/18	Captions	Captions Not working/starting	Phone rebooted
00557009	12/20/18	12/20/18	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00557011	12/20/18	01/08/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00557014	12/20/18	12/20/18	Caption Phone	Answering machine won't play messages	Training Provided
00557021	12/20/18	12/20/18	Caption Phone	Can't make and/or receive calls	Training Provided
00557028	12/20/18	12/20/18	Captions	Captions not accurate	Customer Refused Additional Support
00557030	12/20/18	12/20/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00557058	12/20/18	12/20/18	Caption Phone	Caller ID not working	Training Provided
00557069	12/20/18	12/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00557090	12/20/18	12/20/18	Caption Phone	Can't make and/or receive calls	Training Provided
00557124	12/20/18	02/11/19	Caption Phone	Screen unresponsive	Device replaced
00557125	12/20/18		Caption Phone	Can't make and/or receive calls	Return Kit/PPML sent
00557135	12/20/18	01/04/19	Captions	Captions Not working/starting	Replace cable, handset, accessory

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00557194	12/20/18	12/20/18	Caption Phone	Losing internet connection	Phone rebooted
00557195	12/20/18	02/19/19	Caption Phone	Can't make and/or receive calls	Training Provided
00557201	12/20/18	12/20/18	Captions	Captions Not working/starting	Router/modem rebooted
00557225	12/20/18	12/20/18	Captions	Captions Not working/starting	Router/modem rebooted
00557230	12/20/18	01/04/19	Captions	Stopping during calls	Phone rebooted
00557232	12/20/18	12/28/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00557281	12/21/18	12/31/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00557282	12/21/18	02/11/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00557284	12/21/18	12/21/18	Captions	Captions Not working/starting	Phone rebooted
00557305	12/21/18	12/21/18	Caption Phone	Losing internet connection	No Issue Found
00557312	12/21/18	01/02/19	Captions	Captions Not working/starting	Router/modem rebooted
00557340	12/21/18	01/18/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00557389	12/21/18	12/21/18	Caption Phone	Can't make and/or receive calls	Training Provided
00557407	12/21/18	12/21/18	Captions	Stopping during calls	Issue on user's end, non-reproducible
00557476	12/21/18	12/21/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00557478	12/21/18	12/26/18	Caption Phone	Answering machine isn't taking messages	Training provided
00557483	12/21/18	12/21/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00557498	12/21/18	12/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00557522	12/21/18	12/21/18	Caption Phone	Answering machine isn't taking messages	Training provided
00557528	12/21/18	12/21/18	Captions	Captions Not working/starting	Phone rebooted
00557530	12/21/18	01/04/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00557533	12/21/18	12/21/18	Caption Phone	Losing internet connection	Phone rebooted
00557540	12/21/18	12/21/18	Captions	Captions Not working/starting	Router/modem rebooted
00557546	12/21/18	12/21/18	Captions	Captions Not working/starting	Phone rebooted
00557552	12/21/18	12/27/18	Captions	Captions Not working/starting	Wifi lookup
00557589	12/21/18	12/21/18	Captions	Captions Not working/starting	Training Provided
00557594	12/21/18	12/21/18	Caption Phone	Answering machine isn't taking messages	Ethernet cable reconnected
00557595	12/21/18	01/24/19	Captions	Captions Not working/starting	Router/modem rebooted
00557596	12/21/18	12/21/18	Captions	Captions Not working/starting	No Issue Found
00557607	12/21/18	03/12/19	Caption Phone	Answering machine isn't taking messages	Phone Being RMA'd
00557619	12/21/18	01/02/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00557633	12/21/18	12/28/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00557637	12/21/18	12/31/18	Captions	Captions Not working/starting	Phone rebooted
00557750	12/22/18	12/22/18	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00557758	12/22/18	12/26/18	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00557773	12/22/18	12/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00557786	12/22/18	12/22/18	Captions	Captions Not working/starting	Router/modem rebooted
00557820	12/23/18	12/23/18	Captions	Captions Not working/starting	Phone rebooted
00557821	12/23/18	12/23/18	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00557823	12/23/18	12/23/18	Captions	Stopping during calls	Caption complaint reported
00557827	12/23/18	12/31/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00557834	12/23/18	12/23/18	Captions	Captions Not working/starting	Phone rebooted
00557924	12/24/18	12/24/18	Captions	Captions Not working/starting	Phone rebooted
00557957	12/24/18	12/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00557962	12/24/18	01/02/19	Captions	Captions Not working/starting	Usage issue, training
00557963	12/24/18	12/29/18	Captions	Captions Not working/starting	Phone rebooted
00557964	12/24/18	12/27/18	Captions	Captions Not working/starting	No problem found
00557968	12/24/18	12/31/18	Captions	Captions Not working/starting	No problem found
00558018	12/26/18	12/27/18	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00558041	12/26/18	12/26/18	Captions	Captions Not working/starting	Router/modem rebooted
00558066	12/26/18	01/30/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00558103	12/26/18		Caption Phone	Screen unresponsive	Device replaced
00558144	12/26/18	12/26/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00558209	12/26/18	01/24/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00558214	12/26/18	12/26/18	Captions	Captions Not working/starting	Router/modem rebooted
00558232	12/26/18	12/27/18	Caption Phone	Losing internet connection	Issue on user's end, non-reproducible
00558237	12/26/18	12/26/18	Captions	Captions Not working/starting	Phone rebooted
00558266	12/26/18	12/26/18	Caption Phone	Losing internet connection	Phone rebooted
00558318	12/26/18	01/15/19	Captions	Captions Not working/starting	Phone rebooted
00558325	12/26/18	01/30/19	Caption Phone	Screen unresponsive	Device replaced
00558345	12/26/18	01/08/19	Caption Phone	Losing internet connection	Phone rebooted
00558366	12/26/18	12/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00558464	12/26/18	12/31/18	Captions	Captions Not working/starting	Router/modem rebooted
00558468	12/26/18	12/26/18	Captions	Captions Not working/starting	Customer Refused Additional Support
00558471	12/26/18	12/26/18	Caption Phone	Can't make and/or receive calls	Training provided
00558472	12/26/18	12/26/18	Captions	Captions Not working/starting	Phone rebooted
00558495	12/27/18	01/02/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00558496	12/27/18	01/03/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00558499	12/27/18	01/03/19	Caption Phone	Answering machine isn't taking messages	Unable to contact
00558514	12/27/18	12/27/18	Caption Phone	Losing internet connection	No Issue Found
00558557	12/27/18	12/31/18	Captions	Captions Not working/starting	Router/modem rebooted
00558573	12/27/18	12/27/18	Captions	Captions Not working/starting	Phone rebooted
00558597	12/27/18	01/02/19	Caption Phone	Caller ID not working	Phone rebooted
00558623	12/27/18	12/27/18	Captions	Captions Not working/starting	Router/modem rebooted
00558632	12/27/18	12/27/18	Caption Phone	Answering machine won't play messages	Training Provided
00558634	12/27/18	12/27/18	Caption Phone	Losing internet connection	Training Provided

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00558693	12/27/18	01/31/19	Caption Phone	Losing internet connection	Wifi extender installed
00558733	12/27/18	12/27/18	Captions	Captions Not working/starting	Training Provided
00558759	12/27/18	01/02/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00558794	12/27/18	12/27/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00558810	12/27/18	01/02/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00558812	12/27/18	12/27/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00558816	12/27/18	12/31/18	Captions	Captions Not working/starting	Phone rebooted
00558833	12/27/18	12/28/18	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00558836	12/27/18	12/27/18	Caption Phone	Answering machine isn't taking messages	Training Provided
00558894	12/28/18	12/31/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00558916	12/28/18	12/28/18	Captions	Captions Not working/starting	Router/modem rebooted
00558919	12/28/18	12/28/18	Captions	Captions Not working/starting	No Issue Found
00558946	12/28/18	01/04/19	Captions	Captions Not working/starting	No Issue Found
00558963	12/28/18	12/28/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00559042	12/28/18	12/28/18	Captions	Captions Not working/starting	Router/modem rebooted
00559043	12/28/18	12/28/18	Captions	Captions Not working/starting	Wifi extender installed
00559045	12/28/18	12/28/18	Captions	Captions Not working/starting	Phone rebooted
00559053	12/28/18	12/31/18	Captions	Captions Not working/starting	Phone rebooted
00559080	12/28/18	03/19/19	Captions	Captions Not working/starting	Unable to Contact
00559094	12/28/18	02/07/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00559095	12/28/18	12/31/18	Captions	Captions Not working/starting	Router/modem rebooted
00559135	12/28/18	12/28/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00559163	12/28/18	12/28/18	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00559193	12/28/18	12/28/18	Captions	Captions Not working/starting	Router/modem rebooted
00559202	12/28/18	12/28/18	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00559220	12/28/18	01/04/19	Captions	Captions Not working/starting	No problem found
00559234	12/28/18	12/28/18	Caption Phone	Screen unresponsive	Issue on user's end, non-reproducible
00559245	12/28/18	12/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00559262	12/28/18	12/28/18	Captions	Captions Not working/starting	Phone rebooted
00559272	12/28/18	12/28/18	Caption Phone	Caller ID not working	No Issue Found
00559275	12/28/18	12/28/18	Caption Phone	Answering machine isn't taking messages	Training provided
00559328	12/28/18	01/07/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00559333	12/28/18	01/15/19	Caption Phone	Other party cannot hear me	Device replaced
00559336	12/28/18	12/28/18	Caption Phone	Losing internet connection	Phone rebooted
00559337	12/28/18	01/02/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00559344	12/28/18	01/16/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00559394	12/29/18	12/29/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00559441	12/29/18	12/29/18	Captions	Captions Not working/starting	Phone rebooted
00559442	12/29/18	04/11/19	Caption Phone	Screen won't turn off/turn on	Usage issue, training
00559470	12/29/18	12/29/18	Captions	Captions Not working/starting	Router/modem rebooted
00559524	12/29/18	12/29/18	Captions	Captions Not working/starting	Router/modem rebooted
00559525	12/29/18	12/29/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00559566	12/29/18	12/29/18	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00559567	12/29/18	01/10/19	Captions	Captions Not working/starting	Router/modem rebooted
00559585	12/29/18	01/16/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00559586	12/29/18	01/12/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00559592	12/29/18	12/29/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00559609	12/29/18	12/29/18	Captions	Captions Not working/starting	Wifi lookup
00559664	12/30/18	03/13/19	Caption Phone	Is stuck on the boot up screen	Software updates
00559671	12/30/18	12/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00559679	12/30/18	12/30/18	Captions	Captions Not working/starting	Router/modem rebooted
00559684	12/30/18	12/30/18	Captions	Captions Not working/starting	Router/modem rebooted
00559693	12/30/18	12/30/18	Captions	Captions Not working/starting	Phone rebooted
00559711	12/30/18	12/30/18	Captions	Stopping during calls	Issue on user's end, non-reproducible
00559732	12/30/18	02/06/19	Captions	Captions Not working/starting	Phone rebooted
00559741	12/30/18	02/19/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00559771	12/30/18	03/07/19	Captions	Captions Not working/starting	Router/modem rebooted
00559862	12/31/18	01/07/19	Captions	Captions Not working/starting	Phone rebooted
00559904	12/31/18	02/27/19	Captions	Captions Not working/starting	Phone rebooted
00559907	12/31/18	02/27/19	Captions	Captions Not working/starting	No internet service
00559908	12/31/18	02/13/19	Captions	Captions Not working/starting	Phone rebooted
00559912	12/31/18	12/31/18	Captions	Captions Not working/starting	Phone rebooted
00559922	12/31/18	01/02/19	Captions	Captions Not working/starting	Wifi lookup
00559930	12/31/18	12/31/18	Captions	Captions Not working/starting	Router/modem rebooted
00559944	12/31/18	01/04/19	Captions	Captions Not working/starting	Router/modem rebooted
00559978	12/31/18	12/31/18	Caption Phone	Answering machine isn't taking messages	Customer Network/Environment Issue, Customer to Follow-up
00559982	12/31/18	01/12/19	Captions	Captions Not working/starting	Router/modem rebooted
00559988	12/31/18	12/31/18	Caption Phone	Can't make and/or receive calls	Training Provided
00560066	12/31/18	12/31/18	Captions	Captions Not working/starting	Router/modem rebooted
00560088	12/31/18	12/31/18	Caption Phone	Answering machine won't play messages	Training Provided
00560093	12/31/18	12/31/18	Captions	Captions Not working/starting	Phone rebooted
00560095	12/31/18	12/31/18	Caption Phone	Answering machine isn't taking messages	Memory resource issue resolved
00560109	12/31/18	12/31/18	Captions	Captions Not working/starting	No Trouble Found
00560128	12/31/18	01/09/19	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00560134	12/31/18	12/31/18	Captions	Captions not accurate	Caption Issue escalated
00560146	12/31/18	01/10/19	Captions	Captions Not working/starting	Device replaced

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00560155	12/31/18	01/04/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00560186	12/31/18	01/02/19	Captions	Captions Not working/starting	Router/modem rebooted
00560197	12/31/18	12/31/18	Captions	Captions Not working/starting	Phone rebooted
00560332	01/02/19	01/15/19	Captions	Captions Not working/starting	Unable to contact
00560349	01/02/19	01/02/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00560358	01/02/19	01/02/19	Captions	Captions not accurate	Training Provided
00560360	01/02/19	01/10/19	Caption Phone	Screen unresponsive	Phone Being RMA'd
00560381	01/02/19	01/07/19	Mobile Phone	Can't make and/or receive calls	Phone rebooted
00560390	01/02/19		Caption Phone	Screen unresponsive	Device replaced
00560391	01/02/19	01/02/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00560436	01/02/19	01/02/19	Caption Phone	Losing internet connection	Phone rebooted
00560443	01/02/19	01/02/19	Caption Phone	Can't make and/or receive calls	Training provided
00560449	01/02/19	02/11/19	Captions	Captions Not working/starting	Phone rebooted
00560455	01/02/19	01/02/19	Caption Phone	Answering machine won't play messages	Training provided
00560465	01/02/19	01/08/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00560466	01/02/19	01/02/19	Captions	Captions Not working/starting	Device moved
00560471	01/02/19	02/14/19	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00560476	01/02/19	01/02/19	Captions	Captions Not working/starting	Router/modem rebooted
00560489	01/02/19	01/02/19	Caption Phone	Losing internet connection	Phone rebooted
00560499	01/02/19	01/02/19	Captions	Captions Not working/starting	Training Provided
00560500	01/02/19	01/02/19	Captions	Captions Not working/starting	Phone rebooted
00560502	01/02/19	01/02/19	Caption Phone	Answering machine won't play messages	Training Provided
00560508	01/02/19	01/23/19	Caption Phone	Screen won't turn off/turn on	Device moved
00560516	01/02/19	01/08/19	Caption Phone	Screen won't turn off/turn on	Device replaced
00560517	01/02/19	01/02/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00560520	01/02/19	01/02/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00560521	01/02/19	01/02/19	Captions	Captions Not working/starting	Router/modem rebooted
00560524	01/02/19	01/13/19	Caption Phone	Can't make and/or receive calls	Training Provided
00560528	01/02/19	01/02/19	Caption Phone	Answering machine isn't taking messages	Training provided
00560531	01/02/19	01/02/19	Captions	Captions Not working/starting	Phone rebooted
00560538	01/02/19	01/28/19	Captions	Captions Not working/starting	Router/modem rebooted
00560540	01/02/19	01/02/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00560545	01/02/19	01/02/19	Caption Phone	Caller ID not working	Usage issue, training
00560547	01/02/19	01/03/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00560550	01/02/19	01/02/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00560560	01/03/19	01/03/19	Captions	Captions Not working/starting	Training provided
00560565	01/03/19	01/03/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00560568	01/03/19	01/10/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00560572	01/03/19	02/22/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00560574	01/03/19	01/03/19	Captions	Captions Not working/starting	Router/modem rebooted
00560593	01/03/19	01/03/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00560594	01/03/19	01/03/19	Captions	Captions Not working/starting	Router/modem rebooted
00560604	01/03/19	01/03/19	Captions	Captions Not working/starting	No Trouble Found
00560617	01/03/19	01/03/19	Caption Phone	Can't make and/or receive calls	Training Provided
00560629	01/03/19	01/03/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00560641	01/03/19	01/03/19	Caption Phone	Can't make and/or receive calls	No Trouble Found
00560651	01/03/19	01/04/19	Captions	Captions not accurate	Training Provided
00560654	01/03/19	01/03/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00560658	01/03/19	01/10/19	Captions	Captions Not working/starting	Router/modem rebooted
00560660	01/03/19	01/03/19	Caption Phone	Other party cannot hear me	Training Provided
00560666	01/03/19	01/08/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00560683	01/03/19	01/03/19	Captions	Captions Not working/starting	No Issue Found
00560688	01/03/19	01/03/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00560689	01/03/19	01/03/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00560707	01/03/19	01/03/19	Captions	Captions Not working/starting	Router/modem rebooted
00560724	01/03/19	01/03/19	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00560725	01/03/19	01/10/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00560730	01/03/19	01/03/19	Captions	Captions Not working/starting	Router/modem rebooted
00560737	01/03/19	01/05/19	Caption Phone	Losing internet connection	No Trouble Found
00560742	01/03/19	01/03/19	Caption Phone	Can't make and/or receive calls	Training provided
00560743	01/03/19	01/23/19	Caption Phone	Answering machine won't play messages	No Issue with Phone or Service Found
00560745	01/03/19	01/03/19	Captions	Captions Not working/starting	Router/modem rebooted
00560752	01/03/19	01/03/19	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00560756	01/03/19	01/27/19	Caption Phone	Can't make and/or receive calls	Training Provided
00560757	01/03/19	01/03/19	Caption Phone	Answering machine isn't taking messages	Memory resource issue resolved
00560762	01/03/19	01/03/19	Captions	Captions Not working/starting	Router/modem rebooted
00560773	01/03/19	01/04/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00560774	01/03/19	01/23/19	Captions	Captions Not working/starting	Phone rebooted
00560786	01/03/19	01/10/19	Caption Phone	Losing internet connection	Phone rebooted
00560787	01/03/19	01/23/19	Caption Phone	Losing internet connection	Ethernet cable reconnected
00560796	01/04/19	01/10/19	Captions	Captions Not working/starting	Phone rebooted
00560816	01/04/19	01/04/19	Captions	Captions Not working/starting	Phone rebooted
00560825	01/04/19	01/04/19	Captions	Captions Not working/starting	Training Provided
00560831	01/04/19	01/04/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00560832	01/04/19	01/04/19	Captions	Captions Not working/starting	Router/modem rebooted
00560839	01/04/19	01/04/19	Caption Phone	Losing internet connection	Phone rebooted

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00560848	01/04/19	01/04/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00560882	01/04/19	01/04/19	Caption Phone	Losing internet connection	No Issue Found
00560897	01/04/19	01/09/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00560906	01/04/19	01/17/19	Captions	Captions Not working/starting	Phone rebooted
00560910	01/04/19	01/04/19	Captions	Captions Not working/starting	Router/modem rebooted
00560936	01/04/19	01/04/19	Caption Phone	Caller ID not working	Phone rebooted
00560940	01/04/19	01/04/19	Caption Phone	Screen unresponsive	Training provided
00560951	01/04/19	01/30/19	Captions	Captions Not working/starting	Wifi lookup
00560952	01/04/19	01/04/19	Captions	Captions Not working/starting	Phone rebooted
00560963	01/04/19	01/08/19	Captions	Captions Not working/starting	Phone rebooted
00561027	01/04/19	01/04/19	Captions	Captions Not working/starting	Phone rebooted
00561040	01/04/19	01/04/19	Caption Phone	Can't make and/or receive calls	No Trouble Found
00561041	01/04/19	03/19/19	Captions	Captions Not working/starting	Unable to Contact
00561043	01/04/19	01/14/19	Captions	Captions Not working/starting	Router/modem rebooted
00561047	01/04/19	01/04/19	Captions	Captions Not working/starting	No Issue Found
00561107	01/04/19	01/11/19	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00561114	01/04/19	01/10/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00561116	01/04/19	01/04/19	Caption Phone	Losing internet connection	Phone rebooted
00561124	01/04/19	01/04/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00561131	01/04/19	01/04/19	Captions	Captions not accurate	Caption Issue escalated
00561133	01/04/19	01/04/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00561149	01/04/19	01/04/19	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00561151	01/04/19	01/26/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00561160	01/04/19	01/04/19	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00561179	01/05/19	01/05/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00561182	01/05/19	01/05/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00561186	01/05/19	01/05/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00561187	01/05/19	01/05/19	Captions	Captions Not working/starting	Router/modem rebooted
00561334	01/06/19	01/24/19	Captions	Captions Not working/starting	No problem found
00561350	01/06/19	01/06/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00561359	01/06/19	01/06/19	Captions	Captions not accurate	Caption Issue escalated
00561364	01/06/19	01/15/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00561380	01/06/19	01/06/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00561402	01/06/19	04/24/19	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00561476	01/07/19	01/07/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00561492	01/07/19	01/07/19	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00561500	01/07/19	01/07/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00561501	01/07/19	01/17/19	Captions	Captions Not working/starting	Router/modem cable reconnected
00561506	01/07/19	03/28/19	Caption Phone	Phone turns on and off by itself	Unable to Contact
00561534	01/07/19	01/08/19	Caption Phone	Caller ID not working	Phone rebooted
00561537	01/07/19	01/07/19	Caption Phone	Other party cannot hear me	No Issue Found
00561541	01/07/19	01/08/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00561564	01/07/19	01/07/19	Captions	Captions Not working/starting	No Trouble Found
00561591	01/07/19	01/07/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00561600	01/07/19	01/07/19	Caption Phone	Other party cannot hear me	ISP/Telco service issue, customer to follow up
00561614	01/07/19	01/07/19	Captions	Captions Not working/starting	Router/modem rebooted
00561620	01/07/19	01/07/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00561626	01/07/19	05/08/19	Caption Phone	Can't make and/or receive calls	Unable to contact
00561643	01/07/19	01/14/19	Caption Phone	Screen unresponsive	Training provided
00561656	01/07/19	01/08/19	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00561678	01/07/19	01/09/19	Caption Phone	Screen unresponsive	Phone rebooted
00561686	01/07/19	01/07/19	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00561695	01/07/19	01/07/19	Caption Phone	Answering machine isn't taking messages	Customer Network/Environment Issue, Customer to Follow-up
00561699	01/07/19	#	Caption Phone	Is stuck on the boot up screen	Device replaced
00561705	01/07/19	01/07/19	Caption Phone	Phone turns on and off by itself	No Issue Found
00561722	01/07/19	01/07/19	Caption Phone	Caller ID not working	Issue on user's end, non-reproducible
00561725	01/07/19	01/07/19	Captions	Captions Not working/starting	Phone rebooted
00561728	01/07/19	01/08/19	Captions	Captions Not working/starting	Phone rebooted
00561733	01/07/19	01/07/19	Caption Phone	Screen won't turn off/turn on	Training provided
00561792	01/07/19	01/07/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00561800	01/07/19	01/07/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00561814	01/07/19	01/07/19	Captions	Captions Not working/starting	Phone rebooted
00561837	01/07/19	01/07/19	Captions	Captions Not working/starting	Router/modem rebooted
00561846	01/07/19	01/07/19	Caption Phone	Answering machine isn't taking messages	Training provided
00561910	01/08/19	01/08/19	Caption Phone	Losing internet connection	Phone rebooted
00561913	01/08/19	04/26/19	Captions	Captions Not working/starting	Modified firewall setting
00561939	01/08/19	01/09/19	Captions	Captions Not working/starting	Phone rebooted
00561971	01/08/19	01/08/19	Captions	Captions Not working/starting	Training Provided
00561977	01/08/19	01/08/19	Captions	Captions Not working/starting	Router/modem rebooted
00561993	01/08/19	01/11/19	Caption Phone	Phone turns on and off by itself	Device replaced
00562008	01/08/19	01/15/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00562024	01/08/19	01/08/19	Caption Phone	Can't make and/or receive calls	Training Provided
00562034	01/08/19	01/08/19	Caption Phone	Answering machine won't play messages	Training provided
00562086	01/08/19	01/08/19	Caption Phone	Can't make and/or receive calls	Training Provided
00562087	01/08/19	01/08/19	Caption Phone	Answering machine isn't taking messages	Memory resource issue resolved
00562099	01/08/19	01/22/19	Caption Phone	Is stuck on the boot up screen	Phone Being RMA'd

#The Resolved Date is not available for this ticket and others with a blank Resolved Date due to 1) the case remaining open, 2) the Customer not yet returning the device subject to a return merchandise authorization (RMA) or 3) a migration to a new customer relationship management (CRM) system.

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00562101	01/08/19	01/11/19	Caption Phone	Phone turns on and off by itself	Phone rebooted
00562124	01/08/19	02/05/19	Captions	Captions too far behind conversation/lagging	Router/modem rebooted
00562127	01/08/19	01/23/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00562166	01/08/19	01/08/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00562182	01/08/19	01/08/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00562241	01/08/19	01/10/19	Captions	Captions Not working/starting	Router/modem rebooted
00562255	01/08/19	01/17/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00562291	01/08/19	01/08/19	Caption Phone	Answering machine won't play messages	Training Provided
00562327	01/09/19	01/09/19	Caption Phone	Screen won't turn off/turn on	Environmental issue resolved
00562335	01/09/19	01/09/19	Caption Phone	Answering machine isn't taking messages	Training provided
00562342	01/09/19	01/10/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00562344	01/09/19	01/09/19	Captions	Captions Not working/starting	Router/modem rebooted
00562375	01/09/19	01/09/19	Caption Phone	Answering machine won't play messages	Training provided
00562402	01/09/19	01/09/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00562408	01/09/19	01/09/19	Caption Phone	Losing internet connection	No Issue Found
00562450	01/09/19	01/09/19	Caption Phone	Answering machine won't play messages	Training Provided
00562459	01/09/19	01/09/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00562465	01/09/19	01/09/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00562479	01/09/19	01/09/19	Captions	Captions Not working/starting	Wifi lookup
00562492	01/09/19	01/09/19	Captions	Captions Not working/starting	Phone rebooted
00562501	01/09/19	01/24/19	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00562503	01/09/19	01/09/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00562561	01/09/19	01/10/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00562589	01/09/19	01/22/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00562596	01/09/19	01/09/19	Caption Phone	Can't make and/or receive calls	Training Provided
00562598	01/09/19	01/09/19	Captions	Captions Not working/starting	Router/modem rebooted
00562601	01/09/19	01/15/19	Captions	Captions Not working/starting	Usage issue, training
00562612	01/09/19	01/11/19	Caption Phone	Answering machine won't play messages	No problem found
00562640	01/09/19	01/17/19	Captions	Captions Not working/starting	Router/modem rebooted
00562642	01/09/19	01/09/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00562745	01/09/19	01/09/19	Captions	Captions Not working/starting	Router/modem rebooted
00562767	01/09/19	01/13/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00562786	01/09/19	01/09/19	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00562789	01/09/19	01/15/19	Caption Phone	Losing internet connection	Environmental issue resolved
00562874	01/10/19	01/10/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00562881	01/10/19	01/27/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00562915	01/10/19	01/10/19	Caption Phone	Losing internet connection	Router/modem rebooted
00562927	01/10/19	01/10/19	Captions	Captions Not working/starting	Phone rebooted
00562935	01/10/19	01/14/19	Caption Phone	Losing internet connection	Environmental issue resolved
00562956	01/10/19	01/10/19	Caption Phone	Screen unresponsive	Phone rebooted
00562970	01/10/19	01/10/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00562971	01/10/19	01/10/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00563019	01/10/19	01/10/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00563022	01/10/19	01/10/19	Caption Phone	Caller ID not working	Training Provided
00563025	01/10/19	01/10/19	Captions	Captions Not working/starting	Phone rebooted
00563036	01/10/19	01/10/19	Caption Phone	Losing internet connection	Training Provided
00563059	01/10/19	01/11/19	Captions	Captions Not working/starting	Phone rebooted
00563073	01/10/19	01/25/19	Caption Phone	Answering machine isn't taking messages	Unable to contact
00563088	01/10/19	01/10/19	Caption Phone	Can't make and/or receive calls	Training Provided
00563094	01/10/19	01/10/19	Caption Phone	Answering machine won't play messages	Training Provided
00563095	01/10/19	01/10/19	Caption Phone	Losing internet connection	No Issue Found
00563102	01/10/19	01/10/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00563111	01/10/19	01/10/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00563112	01/10/19	01/10/19	Caption Phone	Losing internet connection	Wifi extender installed
00563154	01/10/19	01/10/19	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00563155	01/10/19		Captions	Captions not accurate	No Issue Found
00563158	01/10/19	01/15/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00563165	01/10/19	01/17/19	Caption Phone	Can't make and/or receive calls	No problem found
00563167	01/10/19	01/10/19	Caption Phone	Answering machine won't play messages	Training provided
00563176	01/10/19	01/10/19	Captions	Captions Not working/starting	Phone rebooted
00563213	01/11/19		Caption Phone	Screen won't turn off/turn on	Device replaced
00563214	01/11/19	04/02/19	Captions	Captions Not working/starting	Phone Being RMA'd
00563274	01/11/19	01/14/19	Caption Phone	Screen unresponsive	Phone rebooted
00563286	01/11/19	01/22/19	Captions	Captions Not working/starting	Router/modem rebooted
00563290	01/11/19	01/11/19	Captions	Captions Not working/starting	Phone rebooted
00563297	01/11/19	01/11/19	Captions	Captions Not working/starting	Router/modem rebooted
00563303	01/11/19	01/11/19	Captions	Captions Not working/starting	Usage issue, training
00563304	01/11/19	01/21/19	Caption Phone	Can't make and/or receive calls	Replaced Phone
00563306	01/11/19	01/22/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00563322	01/11/19	01/11/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00563367	01/11/19	01/11/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00563373	01/11/19	01/17/19	Captions	Captions Not working/starting	Usage issue, training
00563430	01/11/19	01/11/19	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00563448	01/11/19	01/11/19	Caption Phone	Screen won't turn off/turn on	No Issue with Phone or Service Found
00563453	01/11/19	01/11/19	Caption Phone	Screen unresponsive	Phone rebooted
00563460	01/11/19	01/17/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up

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00563474	01/11/19	01/11/19	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00563524	01/11/19	01/11/19	Caption Phone	Screen won't turn off/turn on	Training Provided
00563537	01/11/19	03/28/19	Captions	Captions Not working/starting	Phone rebooted
00563542	01/11/19	01/11/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00563554	01/11/19	01/11/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00563561	01/11/19	01/11/19	Captions	Captions Not working/starting	Phone rebooted
00563565	01/11/19	01/27/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00563570	01/11/19	01/11/19	Caption Phone	Losing internet connection	No Issue Found
00563590	01/11/19	01/11/19	Captions	Captions Not working/starting	Router/modem rebooted
00563598	01/11/19	01/11/19	Caption Phone	Answering machine isn't taking messages	DSL filters issues, resolved
00563726	01/11/19	01/11/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00563761	01/12/19	01/12/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00563765	01/12/19	01/12/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00563779	01/12/19	01/15/19	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00563802	01/12/19	01/12/19	Captions	Captions Not working/starting	Router/modem rebooted
00563833	01/12/19	03/05/19	Caption Phone	Losing internet connection	Device replaced
00563856	01/12/19	01/13/19	Caption Phone	Can't make and/or receive calls	No Trouble Found
00563892	01/12/19	01/12/19	Caption Phone	Losing internet connection	Phone rebooted
00563932	01/13/19	01/24/19	Caption Phone	Screen unresponsive	Phone Being RMA'd
00563968	01/13/19	01/13/19	Caption Phone	Can't make and/or receive calls	Training Provided
00563989	01/13/19	01/13/19	Captions	Captions Not working/starting	Router/modem rebooted
00563994	01/13/19	01/13/19	Caption Phone	Caller ID not working	No Issue Found
00563996	01/13/19	01/13/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00564053	01/14/19	01/14/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00564072	01/14/19	02/05/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00564086	01/14/19	01/18/19	Caption Phone	Answering machine isn't taking messages	Device replaced
00564109	01/14/19	01/14/19	Captions	Captions Not working/starting	Wifi lookup
00564135	01/14/19	01/16/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00564141	01/14/19	01/22/19	Captions	Captions Not working/starting	Replace cable, handset, accessory
00564174	01/14/19	01/14/19	Caption Phone	Answering machine won't play messages	Training Provided
00564181	01/14/19	01/14/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00564229	01/14/19	01/14/19	Caption Phone	Can't make and/or receive calls	Training Provided
00564233	01/14/19	01/14/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00564236	01/14/19	01/22/19	Caption Phone	Answering machine isn't taking messages	Customer Network/Environment Issue, Customer to Follow-up
00564256	01/14/19	01/14/19	Caption Phone	Losing internet connection	Issue on user's end, non-reproducible
00564304	01/14/19	01/14/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00564344	01/14/19	01/15/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00564366	01/14/19	01/14/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00564385	01/14/19	01/14/19	Caption Phone	Losing internet connection	Phone rebooted
00564390	01/14/19	01/15/19	Caption Phone	Screen unresponsive	Phone rebooted
00564391	01/14/19	01/14/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00564440	01/14/19	01/14/19	Caption Phone	Losing internet connection	No Issue Found
00564468	01/14/19	01/14/19	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00564486	01/14/19	01/14/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00564504	01/14/19	01/14/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00564508	01/14/19	01/14/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00564510	01/14/19	01/16/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00564511	01/14/19	01/14/19	Caption Phone	Screen won't turn off/turn on	No Issue Found
00564518	01/14/19	01/14/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00564545	01/14/19	01/14/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00564550	01/14/19	01/14/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00564553	01/14/19	01/17/19	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00564580	01/14/19	01/14/19	Caption Phone	Other party cannot hear me	Phone setting adjusted
00564598	01/14/19	01/14/19	Captions	Captions Not working/starting	No Trouble Found
00564599	01/14/19	02/04/19	Captions	Captions Not working/starting	Phone rebooted
00564609	01/14/19	01/14/19	Captions	Captions Not working/starting	Phone rebooted
00564642	01/15/19	01/15/19	Captions	Captions Not working/starting	Router/modem rebooted
00564710	01/15/19	01/15/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00564752	01/15/19	01/15/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00564777	01/15/19	05/03/19	Captions	Captions Not working/starting	Usage issue, training
00564831	01/15/19	01/15/19	Captions	Captions Not working/starting	Phone rebooted
00564874	01/15/19	01/15/19	Caption Phone	Can't make and/or receive calls	Training provided
00564974	01/15/19	01/16/19	Caption Phone	Can't make and/or receive calls	Training Provided
00565023	01/15/19	01/23/19	Caption Phone	Answering machine won't play messages	Usage issue, training
00565058	01/15/19	01/17/19	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00565074	01/15/19	01/15/19	Caption Phone	Caller ID not working	Phone rebooted
00565174	01/16/19	01/16/19	Caption Phone	Answering machine isn't taking messages	Training provided
00565187	01/16/19	01/16/19	Caption Phone	Answering machine isn't taking messages	Memory resource issue resolved
00565192	01/16/19	01/16/19	Captions	Captions Not working/starting	Ethernet cable reconnected
00565202	01/16/19	01/16/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00565204	01/16/19	01/16/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00565224	01/16/19	01/23/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00565227	01/16/19	01/16/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00565244	01/16/19	01/16/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00565251	01/16/19	01/16/19	Captions	Captions Not working/starting	Phone rebooted
00565256	01/16/19	01/16/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up

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00565264	01/16/19	01/16/19	Caption Phone	Losing internet connection	Training Provided
00565323	01/16/19	01/16/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00565328	01/16/19	01/17/19	Captions	Captions Not working/starting	Phone rebooted
00565334	01/16/19	01/16/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00565423	01/16/19	01/16/19	Captions	Captions Not working/starting	Router/modem rebooted
00565431	01/16/19	01/16/19	Captions	Captions Not working/starting	Phone rebooted
00565459	01/16/19	01/17/19	Caption Phone	Losing internet connection	No Issue Found
00565483	01/16/19	02/12/19	Caption Phone	Answering machine won't play messages	Usage issue, training
00565496	01/16/19	01/16/19	Captions	Captions Not working/starting	Phone rebooted
00565514	01/16/19	01/16/19	Caption Phone	Losing internet connection	No Trouble Found
00565516	01/16/19	02/05/19	Captions	Captions Not working/starting	Phone line reconnected, resolved
00565558	01/16/19		Caption Phone	Answering machine won't play messages	No Trouble Found
00565563	01/16/19	01/16/19	Caption Phone	Answering machine isn't taking messages	Training provided
00565567	01/16/19	02/06/19	Captions	Captions Not working/starting	Phone rebooted
00565593	01/16/19	01/17/19	Caption Phone	Answering machine isn't taking messages	Training provided
00565595	01/16/19	01/16/19	Caption Phone	Losing internet connection	Training Provided
00565601	01/16/19	01/16/19	Captions	Captions Not working/starting	Phone setting adjusted
00565607	01/16/19	01/16/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00565609	01/16/19	01/17/19	Caption Phone	Losing internet connection	Wifi extender installed
00565638	01/17/19	01/17/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00565640	01/17/19	01/17/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00565669	01/17/19	01/17/19	Captions	Captions Not working/starting	No Issue Found
00565694	01/17/19	01/22/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00565705	01/17/19	01/17/19	Caption Phone	Losing internet connection	Phone rebooted
00565727	01/17/19	01/18/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00565734	01/17/19	01/17/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00565748	01/17/19	02/14/19	Caption Phone	Screen unresponsive	Phone Being RMA'd
00565753	01/17/19	01/17/19	Captions	Captions Not working/starting	Phone rebooted
00565779	01/17/19	01/17/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00565845	01/17/19	01/17/19	Captions	Captions Not working/starting	Phone rebooted
00565857	01/17/19	01/17/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00565869	01/17/19	02/05/19	Captions	Captions Not working/starting	Phone rebooted
00565879	01/17/19	01/17/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00565944	01/17/19	02/07/19	Captions	Captions Not working/starting	Device replaced
00565973	01/17/19	01/17/19	Captions	Captions Not working/starting	No Issue Found
00566005	01/17/19	01/17/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00566051	01/17/19	03/04/19	Captions	Captions Not working/starting	No Issue Found
00566084	01/17/19	02/08/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00566089	01/17/19	01/29/19	Captions	Captions Not working/starting	Phone rebooted
00566106	01/17/19	01/26/19	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00566110	01/17/19	01/17/19	Caption Phone	Can't make and/or receive calls	Training Provided
00566111	01/17/19	01/17/19	Caption Phone	Answering machine won't play messages	Training Provided
00566142	01/17/19	01/30/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00566148	01/17/19	02/25/19	Captions	Captions Not working/starting	Phone rebooted
00566152	01/17/19	02/12/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00566204	01/18/19	01/18/19	Captions	Captions Not working/starting	Phone rebooted
00566278	01/18/19	01/18/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00566284	01/18/19	01/18/19	Captions	Captions Not working/starting	Phone rebooted
00566312	01/18/19	01/18/19	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00566369	01/18/19	01/18/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00566557	01/18/19	01/18/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00566558	01/18/19	02/12/19	Caption Phone	Losing internet connection	Shared network access issue, resolved
00566640	01/18/19	01/18/19	Caption Phone	Losing internet connection	Router/modem rebooted
00566641	01/18/19	01/18/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00566652	01/18/19	01/18/19	Caption Phone	Other party cannot hear me	Training Provided
00566669	01/18/19	01/18/19	Captions	Captions Not working/starting	Phone rebooted
00566693	01/18/19	01/22/19	Caption Phone	Losing internet connection	Router/modem rebooted
00566727	01/18/19	01/21/19	Captions	Captions Not working/starting	Router/modem rebooted
00566738	01/19/19	01/19/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00566761	01/19/19	02/14/19	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00566770	01/19/19	01/24/19	Caption Phone	Can't make and/or receive calls	Outage resolved
00566773	01/19/19	01/19/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00566790	01/19/19	02/28/19	Caption Phone	Losing internet connection	Environmental issue resolved
00566794	01/19/19	01/19/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00566808	01/19/19	02/18/19	Caption Phone	Losing internet connection	Ethernet cable reconnected
00566812	01/19/19		Caption Phone	Answering machine isn't taking messages	Return Kit/PPML sent
00566819	01/19/19	01/23/19	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00566824	01/19/19	01/19/19	Caption Phone	Answering machine won't play messages	Training Provided
00566879	01/20/19	01/23/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00566947	01/20/19	01/20/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00566983	01/21/19	01/22/19	Captions	Captions Not working/starting	Phone rebooted
00566988	01/21/19	02/08/19	Captions	Captions Not working/starting	Router/modem rebooted
00566997	01/21/19	01/21/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00567012	01/21/19	01/29/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00567014	01/21/19	02/06/19	Caption Phone	Answering machine isn't taking messages	Phone Being RMA'd
00567030	01/21/19	02/01/19	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected

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00567032	01/21/19	01/21/19	Caption Phone	Answering machine isn't taking messages	Training provided
00567048	01/21/19	01/21/19	Captions	Captions Not working/starting	Phone rebooted
00567049	01/21/19	01/21/19	Captions	Captions Not working/starting	Router/modem rebooted
00567057	01/21/19	01/21/19	Captions	Captions Not working/starting	Phone rebooted
00567066	01/21/19	01/21/19	Captions	Captions Not working/starting	Phone rebooted
00567072	01/21/19	01/29/19	Captions	Captions Not working/starting	Router/modem rebooted
00567080	01/21/19	01/21/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00567087	01/21/19	01/24/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00567088	01/21/19	01/21/19	Captions	Captions Not working/starting	Router/modem rebooted
00567091	01/21/19	01/21/19	Captions	Captions Not working/starting	Router/modem rebooted
00567104	01/21/19	01/21/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00567133	01/21/19	01/21/19	Captions	Captions Not working/starting	Router/modem rebooted
00567134	01/21/19	01/24/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00567153	01/21/19	01/21/19	Captions	Captions Not working/starting	Wifi lookup
00567170	01/21/19	01/22/19	Caption Phone	Can't make and/or receive calls	Wifi lookup
00567199	01/21/19	02/25/19	Captions	Captions Not working/starting	Training Provided
00567226	01/21/19	01/24/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00567239	01/21/19	01/21/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00567240	01/21/19	01/26/19	Caption Phone	Can't make and/or receive calls	Training provided
00567246	01/21/19	01/31/19	Captions	Captions Not working/starting	Usage issue, training
00567263	01/21/19	02/08/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00567271	01/22/19	01/22/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00567290	01/22/19	03/04/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00567303	01/22/19	02/05/19	Captions	Captions Not working/starting	Phone rebooted
00567308	01/22/19	02/04/19	Caption Phone	Losing internet connection	Phone rebooted
00567370	01/22/19	01/24/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00567414	01/22/19	01/22/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00567479	01/22/19	01/23/19	Captions	Captions Not working/starting	Router/modem rebooted
00567483	01/22/19	01/22/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00567506	01/22/19	01/22/19	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00567517	01/22/19	01/24/19	Caption Phone	Screen unresponsive	Device replaced
00567525	01/22/19	01/23/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00567530	01/22/19	01/22/19	Captions	Captions Not working/starting	Router/modem rebooted
00567542	01/22/19	01/24/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00567573	01/22/19	01/26/19	Caption Phone	Caller ID not working	Usage issue, training
00567577	01/22/19	01/22/19	Captions	Captions Not working/starting	Phone rebooted
00567579	01/22/19	01/22/19	Caption Phone	Answering machine won't play messages	Training provided
00567597	01/22/19	01/22/19	Captions	Captions Not working/starting	Phone rebooted
00567609	01/22/19	01/22/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00567636	01/22/19	01/29/19	Caption Phone	Losing internet connection	No Issue Found
00567640	01/22/19	01/22/19	Captions	Captions Not working/starting	Router/modem rebooted
00567665	01/22/19	01/22/19	Captions	Captions Not working/starting	Usage issue, training
00567691	01/22/19	01/23/19	Captions	Captions Not working/starting	Phone rebooted
00567714	01/22/19	01/22/19	Caption Phone	Caller ID not working	Phone rebooted
00567732	01/22/19	01/22/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00567745	01/22/19	01/22/19	Caption Phone	Screen unresponsive	Phone rebooted
00567749	01/22/19	01/24/19	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00567752	01/22/19	01/22/19	Captions	Captions Not working/starting	Router/modem rebooted
00567755	01/22/19	01/22/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00567816	01/22/19	01/22/19	Captions	Captions not accurate	Caption Issue escalated
00567858	01/22/19	01/22/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00567932	01/23/19	01/23/19	Caption Phone	Answering machine isn't taking messages	Training provided
00567935	01/23/19	01/23/19	Captions	Captions Not working/starting	Router/modem rebooted
00567950	01/23/19	01/23/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00567981	01/23/19	01/23/19	Captions	Captions Not working/starting	Router/modem cable reconnected
00567998	01/23/19	02/15/19	Caption Phone	Screen unresponsive	Device replaced
00568053	01/23/19	01/23/19	Captions	Captions Not working/starting	Router/modem rebooted
00568071	01/23/19	01/24/19	Captions	Captions Not working/starting	Router/modem rebooted
00568083	01/23/19	01/23/19	Caption Phone	Can't make and/or receive calls	Training provided
00568085	01/23/19	03/08/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00568086	01/23/19	01/23/19	Caption Phone	Answering machine won't play messages	Training Provided
00568112	01/23/19	01/25/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00568130	01/23/19	01/30/19	Caption Phone	Can't make and/or receive calls	Training provided
00568137	01/23/19	01/23/19	Caption Phone	Other party cannot hear me	Training Provided
00568171	01/23/19	01/23/19	Caption Phone	Losing internet connection	Router/modem rebooted
00568190	01/23/19	01/23/19	Captions	Captions Not working/starting	Router/modem rebooted
00568191	01/23/19	01/24/19	Captions	Captions Not working/starting	Phone rebooted
00568210	01/23/19	01/23/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00568216	01/23/19	01/23/19	Captions	Captions Not working/starting	Phone rebooted
00568224	01/23/19	01/30/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00568264	01/23/19	01/23/19	Caption Phone	Screen won't turn off/turn on	Replace cable, handset, accessory
00568291	01/23/19	01/30/19	Caption Phone	Losing internet connection	Ethernet cable reconnected
00568308	01/23/19	02/08/19	Captions	Captions Not working/starting	Router/modem rebooted
00568326	01/23/19	01/23/19	Captions	Captions Not working/starting	Phone rebooted
00568330	01/23/19	01/23/19	Captions	Captions Not working/starting	Phone rebooted
00568336	01/23/19	01/23/19	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)

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00568349	01/23/19	01/23/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00568356	01/23/19	02/07/19	Caption Phone	Losing internet connection	Phone rebooted
00568416	01/24/19	01/24/19	Captions	Captions Not working/starting	Router/modem rebooted
00568451	01/24/19	01/29/19	Captions	Captions Not working/starting	Phone rebooted
00568484	01/24/19	02/05/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00568528	01/24/19	01/24/19	Caption Phone	Losing internet connection	Phone rebooted
00568553	01/24/19		Caption Phone	Phone turns on and off by itself	Phone Being RMA'd
00568554	01/24/19	01/24/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00568612	01/24/19	04/24/19	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00568613	01/24/19	01/30/19	Caption Phone	Losing internet connection	Phone rebooted
00568616	01/24/19	01/24/19	Captions	Captions Not working/starting	Phone rebooted
00568631	01/24/19	02/01/19	Caption Phone	Losing internet connection	Device moved
00568678	01/24/19	01/24/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00568745	01/24/19	01/24/19	Caption Phone	Answering machine isn't taking messages	Training provided
00568759	01/24/19	01/24/19	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00568790	01/24/19	01/25/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00568794	01/24/19	01/24/19	Captions	Captions Not working/starting	Router/modem rebooted
00568807	01/24/19	01/28/19	Caption Phone	Losing internet connection	Phone rebooted
00568826	01/24/19	01/24/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00568845	01/24/19	01/24/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00568937	01/24/19	01/24/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00568988	01/24/19	01/28/19	Caption Phone	Losing internet connection	Phone rebooted
00569071	01/24/19	01/24/19	Caption Phone	Screen unresponsive	Issue on user's end, non-reproducible
00569076	01/24/19	02/01/19	Caption Phone	Losing internet connection	Environmental issue resolved
00569113	01/25/19	01/25/19	Caption Phone	Screen unresponsive	Returned Phone
00569114	01/25/19	01/25/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00569122	01/25/19	01/25/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00569155	01/25/19	01/25/19	Caption Phone	Answering machine won't play messages	Training provided
00569158	01/25/19	02/07/19	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00569247	01/25/19	01/25/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00569269	01/25/19	01/31/19	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00569308	01/25/19	01/28/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00569323	01/25/19	01/25/19	Caption Phone	Caller ID not working	Issue on user's end, non-reproducible
00569334	01/25/19	01/25/19	Caption Phone	Can't make and/or receive calls	Training Provided
00569370	01/25/19	01/25/19	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00569389	01/25/19	01/30/19	Captions	Captions Not working/starting	Usage issue, training
00569426	01/25/19	01/25/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00569450	01/25/19		Caption Phone	Caller ID not working	No Issue with Phone or Service Found
00569472	01/25/19	01/25/19	Caption Phone	Caller ID not working	Training Provided
00569484	01/25/19	01/26/19	Captions	Captions Not working/starting	Phone rebooted
00569550	01/25/19	02/13/19	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00569562	01/25/19	01/25/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00569564	01/25/19	01/25/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00569610	01/25/19	02/15/19	Caption Phone	Losing internet connection	Ethernet cable reconnected
00569614	01/25/19	01/30/19	Captions	Captions Not working/starting	Device replaced
00569674	01/25/19	01/25/19	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00569694	01/25/19	01/25/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00569722	01/25/19	01/29/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00569731	01/25/19	02/05/19	Captions	Captions Not working/starting	Router/modem rebooted
00569802	01/26/19	01/26/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00569852	01/26/19	01/26/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00569887	01/26/19	01/26/19	Captions	Captions Not working/starting	Phone rebooted
00569897	01/26/19	01/26/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00569909	01/26/19	01/26/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00570025	01/27/19	01/27/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00570055	01/27/19	01/27/19	Captions	Captions Not working/starting	Phone rebooted
00570065	01/27/19	01/27/19	Captions	Captions Not working/starting	Router/modem rebooted
00570084	01/27/19	01/27/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00570085	01/27/19	01/27/19	Captions	Captions Not working/starting	Phone rebooted
00570100	01/27/19	01/27/19	Captions	Captions Not working/starting	Phone rebooted
00570101	01/27/19	01/28/19	Captions	Captions Not working/starting	Router/modem rebooted
00570161	01/28/19	02/08/19	Captions	Captions Not working/starting	Phone rebooted
00570178	01/28/19	02/09/19	Captions	Captions Not working/starting	Phone rebooted
00570211	01/28/19	02/03/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00570221	01/28/19	01/28/19	Captions	Captions Not working/starting	Router/modem rebooted
00570241	01/28/19	01/28/19	Captions	Captions Not working/starting	Phone rebooted
00570364	01/28/19	01/28/19	Caption Phone	Answering machine won't play messages	Training Provided
00570369	01/28/19	01/28/19	Caption Phone	Can't make and/or receive calls	Training Provided
00570385	01/28/19	01/28/19	Captions	Captions Not working/starting	Router/modem rebooted
00570392	01/28/19	02/12/19	Captions	Captions Not working/starting	Phone rebooted
00570479	01/28/19	02/07/19	Captions	Captions Not working/starting	No problem found
00570541	01/28/19	01/28/19	Caption Phone	Answering machine won't play messages	Training Provided
00570544	01/28/19	01/28/19	Caption Phone	Can't make and/or receive calls	Training Provided
00570550	01/28/19	01/28/19	Captions	Captions Not working/starting	Phone rebooted
00570553	01/28/19	03/05/19	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00570556	01/28/19	01/28/19	Caption Phone	Losing internet connection	Wifi extender installed

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00570580	01/28/19	01/30/19	Caption Phone	Other party cannot hear me	Replace cable, handset, accessory
00570673	01/28/19	01/28/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00570765	01/28/19	01/28/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00570834	01/28/19	01/28/19	Captions	Captions Not working/starting	Phone rebooted
00570891	01/29/19	01/29/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00570930	01/29/19	02/12/19	Captions	Captions Not working/starting	No problem found
00570958	01/29/19	01/29/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00571049	01/29/19	01/29/19	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00571097	01/29/19	01/29/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00571114	01/29/19	02/01/19	Captions	Captions Not working/starting	Wifi extender installed
00571170	01/29/19	01/31/19	Caption Phone	Screen won't turn off/turn on	Device replaced
00571177	01/29/19	01/29/19	Caption Phone	Losing internet connection	Wifi extender installed
00571238	01/29/19	01/29/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00571250	01/29/19	01/29/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00571326	01/29/19	01/29/19	Captions	Captions not accurate	Training Provided
00571328	01/29/19	01/29/19	Captions	Captions Not working/starting	Phone rebooted
00571388	01/29/19	01/29/19	Caption Phone	Can't make and/or receive calls	Training Provided
00571392	01/29/19	01/29/19	Captions	Captions Not working/starting	Router/modem rebooted
00571410	01/29/19	02/03/19	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00571457	01/29/19	05/20/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00571493	01/29/19	01/29/19	Captions	Captions Not working/starting	Router/modem rebooted
00571513	01/29/19	01/29/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00571586	01/29/19	01/30/19	Captions	Captions Not working/starting	Usage issue, training
00571638	01/29/19	02/01/19	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00571675	01/29/19	02/07/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00571688	01/29/19	01/31/19	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00571696	01/29/19	01/29/19	Caption Phone	Answering machine isn't taking messages	Training provided
00571703	01/29/19	01/29/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00571706	01/29/19	02/25/19	Captions	Captions Not working/starting	Phone rebooted
00571748	01/30/19	01/30/19	Caption Phone	Losing internet connection	Router/modem rebooted
00571844	01/30/19	02/18/19	Captions	Captions Not working/starting	Phone rebooted
00571866	01/30/19		Caption Phone	Losing internet connection	Phone Being RMA'd
00571897	01/30/19	01/30/19	Captions	Captions Not working/starting	Phone rebooted
00571925	01/30/19	01/30/19	Captions	Captions Not working/starting	Router/modem rebooted
00571927	01/30/19	01/30/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00571938	01/30/19	01/30/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00571996	01/30/19	01/30/19	Captions	Captions not accurate	Training provided
00572064	01/30/19	01/30/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00572164	01/30/19	01/30/19	Captions	Captions Not working/starting	Router/modem rebooted
00572165	01/30/19	01/31/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00572171	01/30/19	01/30/19	Caption Phone	Can't make and/or receive calls	Training Provided
00572220	01/30/19	01/30/19	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00572303	01/30/19	02/08/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00572305	01/30/19	02/14/19	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00572309	01/30/19	01/30/19	Caption Phone	Screen unresponsive	No Trouble Found
00572332	01/31/19	01/31/19	Caption Phone	Phone turns on and off by itself	Phone rebooted
00572378	01/31/19	02/19/19	Captions	Captions not accurate	Caption issue escalated
00572399	01/31/19	01/31/19	Captions	Captions Not working/starting	Phone rebooted
00572436	01/31/19	01/31/19	Captions	Captions Not working/starting	Phone rebooted
00572438	01/31/19	01/31/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00572449	01/31/19	02/15/19	Captions	Captions Not working/starting	Phone rebooted
00572468	01/31/19	01/31/19	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00572479	01/31/19	03/19/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00572497	01/31/19	01/31/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00572531	01/31/19	01/31/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00572562	01/31/19	01/31/19	Caption Phone	Screen unresponsive	Phone rebooted
00572575	01/31/19	01/31/19	Captions	Captions Not working/starting	Phone rebooted
00572587	01/31/19	01/31/19	Caption Phone	Caller ID not working	Phone rebooted
00572653	01/31/19	01/31/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00572721	01/31/19	01/31/19	Caption Phone	Screen won't turn off/turn on	Training provided
00572738	01/31/19	01/31/19	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00572741	01/31/19	02/21/19	Captions	Captions Not working/starting	Phone rebooted
00572760	01/31/19	01/31/19	Captions	Captions Not working/starting	Phone rebooted
00572765	01/31/19	01/31/19	Caption Phone	Can't make and/or receive calls	Training provided
00572774	01/31/19	01/31/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00572783	01/31/19	01/31/19	Captions	Captions too far behind conversation/lagging	Training Provided
00572808	01/31/19	01/31/19	Captions	Captions Not working/starting	Phone rebooted
00572921	01/31/19	01/31/19	Caption Phone	Caller ID not working	No Issue Found
00572966	01/31/19	01/31/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00572970	01/31/19	02/05/19	Caption Phone	Losing internet connection	Phone rebooted
00572982	01/31/19	02/26/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00573038	02/01/19	02/01/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00573165	02/01/19	02/14/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00573251	02/01/19	02/07/19	Captions	Captions Not working/starting	Wifi extender installed
00573275	02/01/19	02/01/19	Captions	Captions Not working/starting	Router/modem rebooted
00573299	02/01/19	02/07/19	Caption Phone	Losing internet connection	Router/modem rebooted

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00573315	02/01/19	02/02/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00573349	02/01/19	02/01/19	Caption Phone	Losing internet connection	Outage resolved
00573451	02/01/19	02/01/19	Caption Phone	Screen unresponsive	Phone rebooted
00573456	02/01/19	02/08/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00573461	02/01/19	02/01/19	Captions	Captions Not working/starting	Phone rebooted
00573480	02/01/19	02/02/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00573483	02/01/19	02/13/19	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00573612	02/01/19	02/01/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00573676	02/02/19	02/02/19	Captions	Captions not accurate	Caption Issue escalated
00573686	02/02/19	02/02/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00573709	02/02/19	02/02/19	Captions	Captions Not working/starting	Phone rebooted
00573725	02/02/19	02/02/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00573731	02/02/19	02/06/19	Captions	Captions Not working/starting	Wifi lookup
00573738	02/02/19	02/02/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00573755	02/02/19	02/07/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00573791	02/02/19	02/02/19	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00573834	02/03/19	02/13/19	Caption Phone	Can't make and/or receive calls	Unable to contact
00573844	02/03/19	02/03/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00573852	02/03/19	02/03/19	Captions	Captions Not working/starting	Router/modem rebooted
00573869	02/03/19	02/03/19	Caption Phone	Caller ID not working	Issue on user's end, non-reproducible
00573904	02/03/19	02/04/19	Caption Phone	Screen unresponsive	Device replaced
00573910	02/03/19	02/26/19	Caption Phone	Losing internet connection	Phone rebooted
00573912	02/03/19	02/03/19	Captions	Captions Not working/starting	Account Updated
00573914	02/03/19	02/03/19	Caption Phone	Losing internet connection	No Trouble Found
00573926	02/03/19	02/03/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00573940	02/03/19	02/03/19	Captions	Captions Not working/starting	Router/modem rebooted
00573966	02/03/19	02/03/19	Captions	Captions Not working/starting	Phone rebooted
00574080	02/04/19	02/04/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00574101	02/04/19	02/04/19	Captions	Captions Not working/starting	Environmental issue resolved
00574106	02/04/19	02/04/19	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00574147	02/04/19	02/04/19	Captions	Captions Not working/starting	Router/modem rebooted
00574160	02/04/19	02/04/19	Captions	Captions Not working/starting	No Issue Found
00574223	02/04/19	02/04/19	Captions	Captions Not working/starting	Phone rebooted
00574242	02/04/19	02/04/19	Captions	Captions Not working/starting	Router/modem rebooted
00574305	02/04/19	02/05/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00574318	02/04/19	02/04/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00574342	02/04/19	02/04/19	Captions	Captions Not working/starting	Phone rebooted
00574362	02/04/19	02/04/19	Caption Phone	Can't make and/or receive calls	Training provided
00574377	02/04/19	02/06/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00574387	02/04/19	02/26/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00574391	02/04/19	02/04/19	Captions	Captions Not working/starting	Wifi lookup
00574435	02/04/19	02/04/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00574445	02/04/19	02/21/19	Caption Phone	Answering machine isn't taking messages	Customer Refused Additional Support
00574476	02/04/19	02/04/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00574519	02/04/19	02/04/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00574552	02/04/19	02/04/19	Captions	Captions not accurate	Caption Issue escalated
00574555	02/04/19	02/16/19	Captions	Captions Not working/starting	Account Updated
00574565	02/04/19	02/04/19	Captions	Captions Not working/starting	Phone rebooted
00574569	02/04/19	02/04/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00574650	02/05/19	02/05/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00574667	02/05/19		Caption Phone	Can't make and/or receive calls	Device replaced
00574717	02/05/19	02/05/19	Captions	Captions Not working/starting	Router/modem rebooted
00574757	02/05/19	02/05/19	Captions	Stopping during calls	Caption Issue escalated
00574789	02/05/19	02/10/19	Caption Phone	Screen unresponsive	Device replaced
00574794	02/05/19	02/05/19	Captions	Captions Not working/starting	Environmental issue resolved
00574799	02/05/19	02/05/19	Captions	Captions Not working/starting	Router/modem rebooted
00574812	02/05/19	02/05/19	Captions	Captions Not working/starting	Ethernet cable reconnected
00574830	02/05/19	02/05/19	Captions	Captions Not working/starting	Router/modem rebooted
00574848	02/05/19	02/05/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00574874	02/05/19	02/05/19	Captions	Captions not accurate	Training Provided
00574885	02/05/19	02/05/19	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00574923	02/05/19	02/08/19	Caption Phone	Caller ID not working	Issue on user's end, non-reproducible
00574925	02/05/19	02/05/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00574960	02/05/19	02/05/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00574971	02/05/19	03/26/19	Caption Phone	Screen unresponsive	Phone line reconnected, resolved
00574984	02/05/19	02/05/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00575001	02/05/19	02/05/19	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00575017	02/05/19	02/05/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00575032	02/05/19	02/07/19	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00575034	02/05/19	03/14/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00575053	02/05/19	02/06/19	Caption Phone	Caller ID not working	Phone rebooted
00575057	02/05/19	02/05/19	Captions	Captions Not working/starting	Phone rebooted
00575074	02/05/19	02/06/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00575153	02/05/19	03/16/19	Captions	Captions Not working/starting	Phone rebooted
00575157	02/05/19	02/07/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00575169	02/05/19	02/06/19	Captions	Captions Not working/starting	Phone rebooted

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00575170	02/05/19	02/06/19	Caption Phone	Other party cannot hear me	ISP/Telco service issue, customer to follow up
00575174	02/05/19	02/06/19	Caption Phone	Screen won't turn off/turn on	Replaced Phone
00575211	02/06/19	02/14/19	Caption Phone	Screen unresponsive	Device replaced
00575249	02/06/19	02/06/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00575267	02/06/19	02/06/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00575299	02/06/19	02/08/19	Captions	Captions Not working/starting	Phone rebooted
00575322	02/06/19	02/06/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00575370	02/06/19	02/06/19	Captions	Captions Not working/starting	Training Provided
00575371	02/06/19	02/06/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00575397	02/06/19	02/07/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00575431	02/06/19	02/06/19	Captions	Stopping during calls	Memory resource issue resolved
00575448	02/06/19	02/06/19	Captions	Captions Not working/starting	Phone rebooted
00575461	02/06/19	02/06/19	Captions	Captions Not working/starting	Device replaced
00575586	02/06/19	02/06/19	Caption Phone	Can't make and/or receive calls	Training Provided
00575661	02/06/19	03/07/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00575665	02/06/19	02/06/19	Captions	Captions Not working/starting	Router/modem rebooted
00575678	02/06/19	03/24/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00575686	02/06/19	02/15/19	Captions	Captions Not working/starting	Phone rebooted
00575746	02/06/19	02/06/19	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00575765	02/06/19	02/07/19	Caption Phone	Losing internet connection	Phone rebooted
00575766	02/06/19	02/14/19	Captions	Captions Not working/starting	Phone rebooted
00575800	02/07/19	02/07/19	Captions	Captions Not working/starting	Phone rebooted
00575817	02/07/19	02/12/19	Caption Phone	Screen unresponsive	Phone rebooted
00575818	02/07/19	03/13/19	Caption Phone	Other party cannot hear me	Return Kit/PPML sent
00575876	02/07/19	02/07/19	Caption Phone	Answering machine won't play messages	Training provided
00575989	02/07/19	02/11/19	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00576012	02/07/19	02/07/19	Captions	Captions Not working/starting	Phone rebooted
00576067	02/07/19	02/07/19	Caption Phone	Answering machine won't play messages	Training Provided
00576072	02/07/19	02/07/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00576082	02/07/19	02/08/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00576135	02/07/19		Caption Phone	Screen unresponsive	Phone rebooted
00576166	02/07/19	02/12/19	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00576188	02/07/19	02/07/19	Captions	Captions Not working/starting	Usage issue, training
00576200	02/07/19	02/16/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00576211	02/07/19	02/12/19	Captions	Captions Not working/starting	Phone rebooted
00576224	02/07/19	03/27/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00576233	02/07/19	02/07/19	Captions	Captions Not working/starting	Phone rebooted
00576256	02/07/19	02/07/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00576277	02/07/19	02/15/19	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00576293	02/07/19	02/13/19	Captions	Captions Not working/starting	Router/modem rebooted
00576319	02/07/19	02/07/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00576351	02/07/19	02/28/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00576387	02/08/19	02/08/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00576411	02/08/19	02/08/19	Caption Phone	Screen won't turn off/turn on	Replace cable, handset, accessory
00576462	02/08/19	02/12/19	Captions	Captions Not working/starting	Router/modem rebooted
00576498	02/08/19	02/08/19	Captions	Captions Not working/starting	Phone rebooted
00576510	02/08/19	02/08/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00576543	02/08/19	02/22/19	Captions	Captions Not working/starting	No Issue Found
00576558	02/08/19	02/08/19	Caption Phone	Answering machine won't play messages	Training Provided
00576566	02/08/19	02/11/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00576575	02/08/19	02/08/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00576583	02/08/19	03/01/19	Captions	Captions Not working/starting	Phone rebooted
00576701	02/08/19	02/08/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00576757	02/08/19	02/08/19	Captions	Captions Not working/starting	Wifi lookup
00576781	02/08/19	02/13/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00576782	02/08/19	02/08/19	Captions	Captions Not working/starting	Wifi lookup
00576788	02/08/19	02/08/19	Captions	Captions Not working/starting	Phone setting adjusted
00576811	02/08/19	02/28/19	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00576837	02/09/19	02/20/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00576843	02/09/19	02/09/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00576849	02/09/19	02/28/19	Caption Phone	Screen unresponsive	Device replaced
00576858	02/09/19	02/09/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00576968	02/09/19	02/09/19	Captions	Captions Not working/starting	Training Provided
00576982	02/09/19	02/19/19	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00577043	02/10/19		Caption Phone	Can't make and/or receive calls	
00577045	02/10/19	02/17/19	Captions	Captions Not working/starting	Phone rebooted
00577051	02/10/19	02/12/19	Caption Phone	Caller ID not working	Usage issue, training
00577058	02/10/19	02/10/19	Captions	Captions Not working/starting	Wifi lookup
00577138	02/10/19	02/13/19	Captions	Captions Not working/starting	Phone rebooted
00577148	02/10/19	02/19/19	Captions	Captions Not working/starting	Router/modem rebooted
00577152	02/10/19	02/13/19	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00577167	02/10/19	02/13/19	Caption Phone	Can't make and/or receive calls	No problem found
00577236	02/11/19	02/15/19	Captions	Captions Not working/starting	Usage issue, training
00577270	02/11/19	02/11/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00577296	02/11/19	02/13/19	Captions	Captions Not working/starting	Unable to Contact
00577321	02/11/19	02/11/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted

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00577351	02/11/19	02/22/19	Caption Phone	Losing internet connection	Replaced Phone
00577359	02/11/19	02/11/19	Captions	Captions Not working/starting	Phone rebooted
00577462	02/11/19	02/11/19	Caption Phone	Caller ID not working	Phone rebooted
00577466	02/11/19	02/11/19	Caption Phone	Phone turns on and off by itself	Customer Refused Additional Support
00577510	02/11/19	03/19/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00577512	02/11/19	02/25/19	Caption Phone	Can't make and/or receive calls	Unable to Contact
00577514	02/11/19	02/11/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00577540	02/11/19	02/11/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00577541	02/11/19	02/18/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00577544	02/11/19	02/12/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00577584	02/11/19	02/15/19	Captions	Captions Not working/starting	Wifi lookup
00577591	02/11/19	02/11/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00577600	02/11/19	02/11/19	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00577615	02/11/19	02/11/19	Captions	Captions Not working/starting	Wifi lookup
00577629	02/11/19	02/11/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00577632	02/11/19	02/11/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00577647	02/11/19	02/12/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00577655	02/11/19	02/11/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00577658	02/11/19	02/12/19	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00577677	02/11/19	02/11/19	Caption Phone	Answering machine won't play messages	Training Provided
00577682	02/11/19	02/11/19	Caption Phone	Answering machine won't play messages	Training Provided
00577702	02/11/19	02/11/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00577722	02/11/19	02/21/19	Captions	Captions Not working/starting	Phone rebooted
00577730	02/11/19	03/26/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00577805	02/11/19	02/13/19	Caption Phone	Losing internet connection	Ethernet cable reconnected
00577866	02/12/19	02/12/19	Caption Phone	Screen won't turn off/turn on	Replace cable, handset, accessory
00577939	02/12/19	02/12/19	Caption Phone	Can't make and/or receive calls	No problem found
00577975	02/12/19	02/12/19	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00577985	02/12/19	02/12/19	Caption Phone	Answering machine won't play messages	Training provided
00577995	02/12/19	02/12/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00578003	02/12/19	03/13/19	Captions	Captions Not working/starting	Phone rebooted
00578025	02/12/19	03/23/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00578050	02/12/19	02/12/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00578102	02/12/19	04/15/19	Caption Phone	Losing internet connection	Environmental issue resolved
00578125	02/12/19	02/12/19	Captions	Captions Not working/starting	Phone rebooted
00578146	02/12/19	02/12/19	Captions	Captions Not working/starting	Phone rebooted
00578156	02/12/19	02/12/19	Captions	Captions Not working/starting	Phone rebooted
00578170	02/12/19	02/13/19	Caption Phone	Can't make and/or receive calls	Training Provided
00578176	02/12/19	02/12/19	Caption Phone	Answering machine won't play messages	Training Provided
00578181	02/12/19	02/12/19	Captions	Captions Not working/starting	Training Provided
00578202	02/12/19	02/12/19	Caption Phone	Phone turns on and off by itself	Device moved
00578215	02/12/19	05/01/19	Captions	Captions Not working/starting	Phone rebooted
00578264	02/12/19	02/12/19	Caption Phone	Losing internet connection	Router/modem rebooted
00578400	02/13/19	02/19/19	Captions	Captions Not working/starting	Phone rebooted
00578439	02/13/19	02/15/19	Captions	Captions Not working/starting	Usage issue, training
00578472	02/13/19	02/13/19	Caption Phone	Answering machine won't play messages	Training provided
00578506	02/13/19	02/13/19	Captions	Captions Not working/starting	Unable to contact
00578509	02/13/19	02/13/19	Caption Phone	Can't make and/or receive calls	Training provided
00578550	02/13/19	02/13/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00578562	02/13/19	02/20/19	Caption Phone	Losing internet connection	Usage issue, training
00578564	02/13/19	02/13/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00578572	02/13/19	02/13/19	Captions	Captions Not working/starting	Device replaced
00578619	02/13/19	02/16/19	Captions	Captions Not working/starting	Phone rebooted
00578688	02/13/19	02/13/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00578719	02/13/19	02/13/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00578727	02/13/19	02/20/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00578733	02/13/19	02/13/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00578745	02/13/19	02/13/19	Caption Phone	Losing internet connection	Wifi extender installed
00578835	02/13/19	03/12/19	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00578836	02/13/19	02/19/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00578849	02/13/19	03/12/19	Caption Phone	Screen unresponsive	Phone Being RMA'd
00578858	02/13/19	02/13/19	Captions	Captions Not working/starting	Phone rebooted
00578866	02/13/19	02/13/19	Captions	Captions Not working/starting	Phone rebooted
00578879	02/13/19	02/13/19	Caption Phone	Losing internet connection	Phone rebooted
00578887	02/14/19	02/14/19	Captions	Captions Not working/starting	Router/modem rebooted
00578910	02/14/19	02/14/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00578918	02/14/19	03/06/19	Caption Phone	Screen unresponsive	Phone rebooted
00578988	02/14/19	02/14/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00578989	02/14/19	02/14/19	Captions	Captions Not working/starting	Router/modem rebooted
00579048	02/14/19	02/19/19	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00579091	02/14/19	02/20/19	Captions	Captions Not working/starting	Phone rebooted
00579111	02/14/19	03/19/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00579122	02/14/19	02/14/19	Captions	Captions Not working/starting	No Issue Found
00579177	02/14/19	02/14/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00579262	02/14/19	02/14/19	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00579343	02/14/19	02/20/19	Caption Phone	Screen unresponsive	Environmental issue resolved

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00579345	02/14/19	02/14/19	Caption Phone	Losing internet connection	Phone rebooted
00579366	02/14/19	03/01/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00579406	02/15/19	02/15/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00579469	02/15/19	02/15/19	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00579633	02/15/19	03/26/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00579642	02/15/19	02/18/19	Caption Phone	Screen unresponsive	Training provided
00579704	02/15/19	02/15/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00579720	02/15/19	02/16/19	Captions	Captions Not working/starting	Phone rebooted
00579729	02/15/19	02/15/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00579788	02/15/19	02/15/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00579830	02/15/19	02/19/19	Captions	Captions not accurate	Caption Issue escalated
00579840	02/15/19	02/15/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00579841	02/15/19	02/15/19	Caption Phone	Answering machine won't play messages	Training provided
00579850	02/15/19	02/15/19	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00579889	02/15/19	03/27/19	Captions	Captions Not working/starting	Phone rebooted
00579920	02/15/19	04/10/19	Caption Phone	Can't make and/or receive calls	Unable to contact
00580000	02/15/19	02/25/19	Captions	Captions Not working/starting	Phone rebooted
00580048	02/15/19	02/15/19	Captions	Captions Not working/starting	Router/modem rebooted
00580054	02/15/19	02/19/19	Captions	Captions Not working/starting	Phone rebooted
00580096	02/15/19	06/17/19	Captions	Captions Not working/starting	No Trouble Found
00580127	02/16/19	02/19/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00580144	02/16/19	02/16/19	Captions	Captions Not working/starting	Phone rebooted
00580157	02/16/19	03/13/19	Caption Phone	Screen unresponsive	Environmental issue resolved
00580167	02/16/19	02/28/19	Captions	Captions Not working/starting	Router/modem rebooted
00580174	02/16/19	02/16/19	Captions	Captions Not working/starting	No Trouble Found
00580178	02/16/19	04/18/19	Captions	Captions Not working/starting	Wifi extender installed
00580201	02/16/19	02/16/19	Captions	Captions Not working/starting	Training provided
00580202	02/16/19	03/13/19	Captions	Captions Not working/starting	Training provided
00580358	02/17/19	02/17/19	Captions	Captions Not working/starting	Router/modem rebooted
00580390	02/17/19	04/05/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00580395	02/17/19	02/17/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00580438	02/18/19	02/19/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00580518	02/18/19	02/18/19	Caption Phone	Losing internet connection	Phone rebooted
00580547	02/18/19	02/18/19	Captions	Captions Not working/starting	Phone rebooted
00580618	02/18/19	02/18/19	Captions	Captions Not working/starting	Wifi lookup
00580630	02/18/19	02/19/19	Captions	Captions Not working/starting	Router/modem rebooted
00580647	02/18/19	02/18/19	Captions	Captions Not working/starting	Router/modem rebooted
00580681	02/18/19	02/18/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00580695	02/18/19	02/18/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00580717	02/18/19	02/18/19	Caption Phone	Losing internet connection	Ethernet cable reconnected
00580741	02/18/19	02/19/19	Captions	Captions Not working/starting	Phone rebooted
00580755	02/18/19	02/18/19	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00580756	02/18/19	02/18/19	Captions	Captions Not working/starting	Router/modem rebooted
00580778	02/18/19	03/01/19	Captions	Captions Not working/starting	Device replaced
00580855	02/19/19	02/19/19	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00580886	02/19/19	02/19/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00580887	02/19/19	02/20/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00580910	02/19/19	02/19/19	Captions	Captions Not working/starting	Phone rebooted
00580965	02/19/19	02/19/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00581043	02/19/19	02/19/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00581059	02/19/19	02/27/19	Captions	Captions Not working/starting	Phone rebooted
00581069	02/19/19	02/19/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00581090	02/19/19	02/19/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00581117	02/19/19	02/19/19	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00581119	02/19/19	02/26/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00581136	02/19/19	02/21/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00581140	02/19/19		Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00581144	02/19/19	02/19/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00581148	02/19/19	03/06/19	Caption Phone	Screen unresponsive	Device replaced
00581168	02/19/19	02/19/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00581177	02/19/19	02/20/19	Caption Phone	Screen unresponsive	No Issue with Phone or Service Found
00581224	02/19/19	03/29/19	Caption Phone	Can't make and/or receive calls	Device replaced
00581225	02/19/19	02/19/19	Caption Phone	Answering machine won't play messages	Training provided
00581239	02/19/19		Caption Phone	Can't make and/or receive calls	Device replaced
00581241	02/19/19	02/19/19	Captions	Captions Not working/starting	Training Provided
00581248	02/19/19	02/19/19	Caption Phone	Answering machine won't play messages	Device replaced
00581251	02/19/19	02/19/19	Caption Phone	Answering machine won't play messages	Device replaced
00581286	02/19/19	02/19/19	Caption Phone	Can't make and/or receive calls	Training provided
00581308	02/19/19	02/19/19	Caption Phone	Answering machine isn't taking messages	Training provided
00581316	02/19/19	02/19/19	Caption Phone	Losing internet connection	Ethernet cable reconnected
00581342	02/19/19	03/11/19	Caption Phone	Screen unresponsive	Phone rebooted
00581413	02/19/19	02/19/19	Caption Phone	Screen won't turn off/turn on	Device moved
00581416	02/19/19	02/19/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00581432	02/19/19	02/19/19	Captions	Captions Not working/starting	Phone rebooted
00581458	02/19/19	02/19/19	Caption Phone	Losing internet connection	Ethernet cable reconnected
00581459	02/19/19	02/19/19	Caption Phone	Answering machine isn't taking messages	Training provided

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00581555	02/20/19		Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00581615	02/20/19	05/06/19	Captions	Captions too far behind conversation/lagging	Modified firewall setting
00581647	02/20/19	02/20/19	Caption Phone	Losing internet connection	Training Provided
00581674	02/20/19	02/27/19	Captions	Captions Not working/starting	No Trouble Found
00581688	02/20/19		Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00581693	02/20/19	03/01/19	Captions	Captions Not working/starting	Phone rebooted
00581699	02/20/19	03/12/19	Captions	Captions Not working/starting	Phone rebooted
00581702	02/20/19	02/20/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00581718	02/20/19		Captions	Captions Not working/starting	No Issue with Phone or Service Found
00581739	02/20/19	02/20/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00581748	02/20/19	02/20/19	Caption Phone	Can't make and/or receive calls	Training Provided
00581761	02/20/19	02/20/19	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00581819	02/20/19	02/20/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00581845	02/20/19	02/26/19	Captions	Captions Not working/starting	Unable to contact
00581868	02/20/19		Caption Phone	Screen won't turn off/turn on	Device replaced
00581877	02/20/19	02/20/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00581910	02/20/19	02/20/19	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00581929	02/20/19	02/27/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00581936	02/20/19	02/20/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00581943	02/20/19	02/20/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00582009	02/20/19	02/20/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00582024	02/20/19	02/20/19	Caption Phone	Screen unresponsive	Phone rebooted
00582119	02/21/19	02/21/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00582158	02/21/19	02/21/19	Caption Phone	Screen won't turn off/turn on	Phone line reconnected, resolved
00582186	02/21/19	02/21/19	Caption Phone	Can't make and/or receive calls	Training Provided
00582250	02/21/19	02/21/19	Captions	Captions Not working/starting	Phone rebooted
00582260	02/21/19	02/21/19	Caption Phone	Answering machine isn't taking messages	No Issue Found
00582272	02/21/19	02/21/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00582311	02/21/19	02/22/19	Captions	Captions Not working/starting	Phone rebooted
00582324	02/21/19	03/14/19	Caption Phone	Screen unresponsive	Phone Being RMA'd
00582339	02/21/19		Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00582341	02/21/19	02/28/19	Caption Phone	Can't make and/or receive calls	unable to contact
00582344	02/21/19	02/21/19	Captions	Captions Not working/starting	Phone rebooted
00582348	02/21/19	02/21/19	Captions	Captions Not working/starting	Router/modem rebooted
00582354	02/21/19	02/21/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00582361	02/21/19	02/26/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00582375	02/21/19	03/06/19	Captions	Captions Not working/starting	No Trouble Found
00582376	02/21/19	03/05/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00582385	02/21/19	02/21/19	Caption Phone	Losing internet connection	Phone rebooted
00582432	02/21/19	02/21/19	Captions	Captions Not working/starting	Router/modem rebooted
00582485	02/21/19	02/21/19	Caption Phone	Can't make and/or receive calls	Training provided
00582489	02/21/19	02/21/19	Captions	Captions Not working/starting	Router/modem rebooted
00582490	02/21/19	02/21/19	Caption Phone	Can't make and/or receive calls	Training Provided
00582518	02/21/19	02/21/19	Captions	Captions Not working/starting	Router/modem rebooted
00582543	02/21/19	02/22/19	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00582572	02/21/19	03/13/19	Caption Phone	Losing internet connection	usage issue, training
00582596	02/21/19	02/21/19	Caption Phone	Caller ID not working	Phone rebooted
00582598	02/21/19	03/01/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00582645	02/22/19	02/25/19	Captions	Captions Not working/starting	Phone rebooted
00582703	02/22/19	03/11/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00582748	02/22/19	02/22/19	Caption Phone	Answering machine isn't taking messages	No Issue Found
00582786	02/22/19	02/22/19	Captions	Captions Not working/starting	Wifi lookup
00582884	02/22/19	02/22/19	Captions	Captions Not working/starting	Phone rebooted
00582888	02/22/19	03/14/19	Caption Phone	Losing internet connection	Ethernet cable reconnected
00582889	02/22/19	02/22/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00582895	02/22/19	03/14/19	Caption Phone	Losing internet connection	Phone line reconnected, resolved
00582903	02/22/19	02/22/19	Captions	Captions Not working/starting	Phone rebooted
00582992	02/22/19	02/22/19	Captions	Captions Not working/starting	Phone rebooted
00583068	02/22/19	02/22/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00583088	02/22/19	04/09/19	Caption Phone	Losing internet connection	No Trouble Found
00583108	02/22/19	02/22/19	Caption Phone	Answering machine isn't taking messages	No Issue Found
00583146	02/22/19	02/25/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00583162	02/22/19	02/22/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00583204	02/23/19	02/23/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00583249	02/23/19	04/08/19	Captions	Captions Not working/starting	Phone rebooted
00583294	02/23/19	02/26/19	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00583350	02/23/19	04/01/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00583370	02/24/19	02/24/19	Caption Phone	Can't make and/or receive calls	No problem found
00583372	02/24/19	02/24/19	Captions	Captions Not working/starting	Outage resolved
00583379	02/24/19	04/10/19	Captions	Captions Not working/starting	Unable to contact
00583383	02/24/19	03/20/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00583385	02/24/19	02/27/19	Captions	Captions Not working/starting	Phone rebooted
00583387	02/24/19	02/24/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00583394	02/24/19	02/24/19	Caption Phone	Screen unresponsive	Phone setting adjusted
00583398	02/24/19	02/24/19	Captions	Captions Not working/starting	Unable to contact
00583416	02/24/19	03/07/19	Captions	Captions Not working/starting	Phone rebooted

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00583418	02/24/19	02/24/19	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00583423	02/24/19	02/24/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00583433	02/24/19	02/24/19	Caption Phone	Screen unresponsive	Phone rebooted
00583447	02/24/19	03/30/19	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00583489	02/25/19	03/05/19	Caption Phone	Screen won't turn off/turn on	Memory resource issue resolved
00583497	02/25/19	02/25/19	Captions	Captions Not working/starting	No Issue Found
00583523	02/25/19	03/01/19	Captions	Captions not accurate	Training Provided
00583528	02/25/19	02/25/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00583556	02/25/19	03/05/19	Captions	Captions Not working/starting	Router/modem rebooted
00583582	02/25/19	02/27/19	Captions	Captions Not working/starting	Phone rebooted
00583631	02/25/19	02/25/19	Captions	Captions Not working/starting	Router/modem cable reconnected
00583633	02/25/19	02/25/19	Caption Phone	Losing internet connection	Router/modem rebooted
00583649	02/25/19	03/19/19	Captions	Captions Not working/starting	Phone rebooted
00583682	02/25/19	03/26/19	Caption Phone	Answering machine won't play messages	ISP/Telco service issue, customer to follow up
00583738	02/25/19	02/25/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00583760	02/25/19	02/25/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00583785	02/25/19	02/26/19	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00583819	02/25/19	02/27/19	Captions	Captions Not working/starting	Phone rebooted
00583847	02/25/19	02/25/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00583861	02/25/19	03/07/19	Caption Phone	Answering machine isn't taking messages	Customer Network/Environment Issue, Customer to Follow-up
00583877	02/25/19	02/25/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00583918	02/25/19	03/20/19	Captions	Captions not accurate	Device moved
00583934	02/25/19	02/25/19	Captions	Captions Not working/starting	Phone rebooted
00583971	02/25/19	02/25/19	Caption Phone	Losing internet connection	Ethernet cable reconnected
00583979	02/25/19		Caption Phone	Can't make and/or receive calls	Device replaced
00584019	02/25/19		Captions	Captions Not working/starting	Device replaced
00584022	02/25/19	02/25/19	Caption Phone	Answering machine isn't taking messages	No Issue Found
00584028	02/25/19	02/25/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00584032	02/25/19	02/28/19	Captions	Captions Not working/starting	Router/modem rebooted
00584041	02/25/19	02/25/19	Caption Phone	Losing internet connection	Phone rebooted
00584084	02/25/19	02/25/19	Caption Phone	Phone turns on and off by itself	Environmental issue resolved
00584131	02/25/19	04/25/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00584152	02/25/19	02/26/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00584155	02/25/19	04/05/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00584337	02/26/19	02/26/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00584341	02/26/19		Caption Phone	Screen unresponsive	Device replaced
00584392	02/26/19	02/26/19	Captions	Captions Not working/starting	Router/modem rebooted
00584413	02/26/19	02/26/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00584423	02/26/19	02/26/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00584472	02/26/19	02/26/19	Caption Phone	Is stuck on the boot up screen	Shared network access issue, resolved
00584476	02/26/19	02/26/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00584540	02/26/19	02/26/19	Captions	Captions Not working/starting	Phone rebooted
00584547	02/26/19	02/26/19	Captions	Captions Not working/starting	Router/modem rebooted
00584563	02/26/19	02/26/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00584593	02/26/19	02/26/19	Captions	Captions Not working/starting	No Issue Found
00584609	02/26/19	03/27/19	Captions	Captions Not working/starting	Router/modem cable reconnected
00584678	02/26/19	03/07/19	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00584701	02/26/19	02/26/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00584727	02/26/19	03/07/19	Captions	Captions Not working/starting	Phone rebooted
00584783	02/26/19	03/07/19	Captions	Captions Not working/starting	Phone rebooted
00584794	02/26/19	03/01/19	Captions	Captions Not working/starting	Phone rebooted
00584809	02/26/19	02/26/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00584816	02/26/19	02/28/19	Captions	Captions Not working/starting	Router/modem rebooted
00584823	02/26/19	02/26/19	Captions	Captions Not working/starting	No Issue Found
00584830	02/26/19	02/26/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00584875	02/26/19	02/26/19	Caption Phone	Losing internet connection	Wifi extender installed
00584878	02/26/19	02/26/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00584881	02/26/19	03/05/19	Caption Phone	Losing internet connection	Router/modem rebooted
00584908	02/27/19	02/27/19	Captions	Captions Not working/starting	Phone rebooted
00584991	02/27/19	02/27/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00585164	02/27/19	02/27/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00585266	02/27/19	02/27/19	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00585267	02/27/19	02/27/19	Captions	Captions Not working/starting	Phone rebooted
00585271	02/27/19	02/27/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00585281	02/27/19	02/27/19	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00585285	02/27/19	02/27/19	Caption Phone	Screen unresponsive	Phone rebooted
00585291	02/27/19	03/02/19	Caption Phone	Screen unresponsive	Device replaced
00585321	02/27/19	02/27/19	Caption Phone	Can't make and/or receive calls	Training Provided
00585322	02/27/19	04/14/19	Captions	Stopping during calls	Customer Refused Additional Support
00585330	02/27/19	03/05/19	Caption Phone	Phone turns on and off by itself	Issue on user's end, non-reproducible
00585361	02/27/19	02/27/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00585428	02/27/19	03/11/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00585443	02/27/19	02/27/19	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00585503	02/27/19	03/22/19	Caption Phone	Losing internet connection	Phone rebooted
00585525	02/27/19	02/27/19	Captions	Captions Not working/starting	Router/modem rebooted
00585526	02/27/19	02/27/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up

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00585541	02/27/19	02/27/19	Captions	Captions Not working/starting	Phone rebooted
00585543	02/27/19	03/13/19	Captions	Captions Not working/starting	Phone rebooted
00585552	02/27/19	02/27/19	Caption Phone	Losing internet connection	Phone rebooted
00585569	02/27/19	02/27/19	Caption Phone	Caller ID not working	Return Kit/PPML sent
00585652	02/28/19	03/11/19	Caption Phone	Can't make and/or receive calls	Customer disposed
00585659	02/28/19	02/28/19	Caption Phone	Screen unresponsive	Phone rebooted
00585663	02/28/19	03/01/19	Captions	Captions Not working/starting	Wifi extender installed
00585714	02/28/19	02/28/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00585724	02/28/19	02/28/19	Captions	Captions Not working/starting	Phone rebooted
00585788	02/28/19	02/28/19	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00585846	02/28/19	03/02/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00585856	02/28/19	02/28/19	Captions	Captions Not working/starting	Phone rebooted
00585942	02/28/19	03/01/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00585949	02/28/19	03/07/19	Captions	Captions Not working/starting	Unable to Contact
00586005	02/28/19	02/28/19	Captions	Captions Not working/starting	Training Provided
00586009	02/28/19	02/28/19	Caption Phone	Losing internet connection	Phone setting adjusted
00586043	02/28/19	03/07/19	Caption Phone	Screen unresponsive	Phone rebooted
00586045	02/28/19	02/28/19	Captions	Captions Not working/starting	Phone rebooted
00586046	02/28/19	03/01/19	Caption Phone	Is stuck on the boot up screen	No Issue with Phone or Service Found
00586050	02/28/19	02/28/19	Caption Phone	Phone turns on and off by itself	Training Provided
00586133	02/28/19	02/28/19	Captions	Captions Not working/starting	Phone rebooted
00586147	02/28/19	02/28/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00586243	02/28/19	02/28/19	Caption Phone	Answering machine isn't taking messages	Training provided
00586259	02/28/19	02/28/19	Captions	Captions Not working/starting	Wifi lookup
00586305	02/28/19	02/28/19	Captions	Captions not accurate	Customer Refused Additional Support
00586352	02/28/19	02/28/19	Caption Phone	Screen won't turn off/turn on	ISP/Telco service issue, customer to follow up
00586375	02/28/19	02/28/19	Caption Phone	Answering machine won't play messages	Training Provided
00586383	02/28/19	02/28/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00586440	03/01/19	03/05/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00586600	03/01/19	03/01/19	Caption Phone	Answering machine isn't taking messages	Training provided
00586603	03/01/19	03/01/19	Captions	Captions Not working/starting	Phone rebooted
00586655	03/01/19	03/01/19	Caption Phone	Can't make and/or receive calls	Unable to contact
00586693	03/01/19	03/06/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00586707	03/01/19	03/01/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00586742	03/01/19	03/01/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00586752	03/01/19	03/01/19	Captions	Captions Not working/starting	Router/modem rebooted
00586809	03/01/19	03/22/19	Mobile Phone	Losing internet connection	Wifi lookup
00586828	03/01/19	03/11/19	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00586831	03/01/19	03/25/19	Captions	Captions Not working/starting	No Issue Found
00586908	03/01/19	03/11/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00586916	03/01/19	03/01/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00586930	03/01/19	03/19/19	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00586941	03/01/19	04/01/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00586943	03/01/19	03/01/19	Caption Phone	Screen unresponsive	Phone rebooted
00586945	03/01/19	03/02/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00586982	03/01/19	03/01/19	Caption Phone	Answering machine won't play messages	Training Provided
00587035	03/02/19	03/25/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00587039	03/02/19	03/02/19	Captions	Captions Not working/starting	Router/modem cable reconnected
00587044	03/02/19	03/02/19	Caption Phone	Losing internet connection	Phone Being RMA'd
00587084	03/02/19	04/19/19	Captions	Captions Not working/starting	Wifi lookup
00587105	03/02/19	03/02/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00587136	03/03/19	03/03/19	Caption Phone	Screen unresponsive	Phone rebooted
00587147	03/03/19	03/03/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00587165	03/03/19	03/03/19	Caption Phone	Answering machine won't play messages	Training provided
00587176	03/03/19	03/03/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00587179	03/03/19	03/03/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00587199	03/04/19	03/04/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00587228	03/04/19	03/04/19	Captions	Captions Not working/starting	Caption Issue escalated
00587234	03/04/19	03/12/19	Captions	Captions Not working/starting	Router/modem rebooted
00587264	03/04/19	03/04/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00587287	03/04/19	03/04/19	Caption Phone	Phone turns on and off by itself	Return Kit/PPML sent
00587295	03/04/19	03/11/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00587303	03/04/19	03/18/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00587328	03/04/19	03/04/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00587352	03/04/19	03/04/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00587363	03/04/19	03/04/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00587378	03/04/19	03/04/19	Captions	Captions Not working/starting	Router/modem rebooted
00587439	03/04/19	03/04/19	Caption Phone	Screen unresponsive	Training Provided
00587489	03/04/19	03/04/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00587547	03/04/19	03/14/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00587566	03/04/19	03/04/19	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00587579	03/04/19	03/04/19	Captions	Captions Not working/starting	Phone rebooted
00587580	03/04/19	03/04/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00587585	03/04/19	03/04/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00587597	03/04/19	03/06/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00587618	03/04/19	03/04/19	Caption Phone	Other party cannot hear me	Issue on user's end, non-reproducible

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00587622	03/04/19	03/05/19	Caption Phone	Losing internet connection	Phone rebooted
00587625	03/04/19	03/05/19	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00587626	03/04/19	03/04/19	Caption Phone	Answering machine won't play messages	No Issue with Phone or Service Found
00587629	03/04/19	03/04/19	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00587632	03/04/19	05/14/19	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00587694	03/05/19	03/16/19	Captions	Captions Not working/starting	Unable to contact
00587701	03/05/19	03/05/19	Captions	Captions Not working/starting	Training Provided
00587708	03/05/19	03/05/19	Caption Phone	Other party cannot hear me	Phone rebooted
00587730	03/05/19	03/05/19	Captions	Captions Not working/starting	No Issue Found
00587745	03/05/19	03/05/19	Caption Phone	Losing internet connection	Wifi extender installed
00587748	03/05/19	03/05/19	Captions	Captions Not working/starting	Phone rebooted
00587798	03/05/19	03/22/19	Captions	Captions Not working/starting	Environmental issue resolved
00587818	03/05/19	03/05/19	Captions	Captions Not working/starting	Router/modem rebooted
00587822	03/05/19	03/05/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00587854	03/05/19	03/05/19	Captions	Captions Not working/starting	Router/modem rebooted
00587876	03/05/19	03/06/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00587926	03/05/19	03/05/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00587929	03/05/19	03/05/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00587947	03/05/19	04/08/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00587956	03/05/19	03/05/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00587994	03/05/19	03/05/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00588023	03/05/19	03/05/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00588028	03/05/19	03/05/19	Captions	Captions Not working/starting	Phone rebooted
00588045	03/05/19	03/05/19	Captions	Captions Not working/starting	Router/modem rebooted
00588091	03/05/19	03/05/19	Captions	Captions Not working/starting	Phone rebooted
00588116	03/05/19	03/05/19	Caption Phone	Is stuck on the boot up screen	Device moved
00588122	03/05/19	03/05/19	Captions	Captions Not working/starting	Phone rebooted
00588153	03/05/19	03/05/19	Caption Phone	Screen won't turn off/turn on	Phone line reconnected, resolved
00588166	03/05/19	03/24/19	Caption Phone	Phone turns on and off by itself	Unable to contact
00588176	03/06/19	03/09/19	Captions	Captions Not working/starting	Phone rebooted
00588229	03/06/19	03/12/19	Captions	Captions Not working/starting	Phone rebooted
00588230	03/06/19	03/06/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00588251	03/06/19	03/06/19	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00588261	03/06/19	03/06/19	Caption Phone	Losing internet connection	Router/modem rebooted
00588296	03/06/19	03/06/19	Captions	Captions not accurate	Customer Refused Additional Support
00588321	03/06/19	03/20/19	Captions	Captions Not working/starting	No Issue Found
00588341	03/06/19	03/06/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00588355	03/06/19	03/06/19	Captions	Captions Not working/starting	Device replaced
00588357	03/06/19	03/06/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00588387	03/06/19	03/13/19	Caption Phone	Losing internet connection	Router/modem rebooted
00588441	03/06/19	03/06/19	Captions	Captions not accurate	Issue on user's end, non-reproducible
00588501	03/06/19	03/07/19	Caption Phone	Can't make and/or receive calls	No Trouble Found
00588530	03/06/19	03/13/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00588567	03/06/19	03/15/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00588604	03/06/19	03/06/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00588617	03/06/19	03/11/19	Captions	Captions Not working/starting	Wifi lookup
00588621	03/06/19	03/07/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00588649	03/06/19	03/06/19	Caption Phone	Can't make and/or receive calls	Training provided
00588680	03/06/19	03/06/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00588697	03/06/19	03/07/19	Captions	Captions Not working/starting	No problem found
00588706	03/06/19	03/06/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00588725	03/06/19	03/06/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00588736	03/06/19	03/08/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00588755	03/06/19	03/06/19	Captions	Captions Not working/starting	Router/modem rebooted
00588766	03/06/19	03/07/19	Caption Phone	Caller ID not working	No Trouble Found
00588847	03/07/19	03/07/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00588859	03/07/19	03/07/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00588874	03/07/19	03/07/19	Caption Phone	Can't make and/or receive calls	Training Provided
00588885	03/07/19	03/07/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00588896	03/07/19	03/07/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00588913	03/07/19	03/07/19	Captions	Captions Not working/starting	Unable to contact
00588971	03/07/19	04/18/19	Captions	Captions Not working/starting	Phone rebooted
00588981	03/07/19	03/07/19	Caption Phone	Can't make and/or receive calls	Training Provided
00589028	03/07/19	03/07/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00589047	03/07/19	03/11/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00589060	03/07/19	03/07/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00589074	03/07/19	03/07/19	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00589078	03/07/19	03/07/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00589101	03/07/19	03/07/19	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00589162	03/07/19	03/07/19	Caption Phone	Phone turns on and off by itself	Phone rebooted
00589173	03/07/19	03/07/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00589175	03/07/19	03/19/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00589243	03/07/19	03/07/19	Caption Phone	Screen won't turn off/turn on	Environmental issue resolved
00589272	03/07/19	03/07/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00589284	03/07/19	03/07/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00589343	03/07/19	03/11/19	Caption Phone	Can't make and/or receive calls	Software updates

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00589367	03/07/19	04/12/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00589371	03/07/19	03/07/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00589391	03/07/19	03/25/19	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00589402	03/07/19	03/07/19	Captions	Captions Not working/starting	Router/modem rebooted
00589443	03/08/19	03/20/19	Captions	Captions Not working/starting	Phone rebooted
00589532	03/08/19	03/09/19	Captions	Captions Not working/starting	Phone rebooted
00589559	03/08/19	03/09/19	Captions	Captions Not working/starting	Phone rebooted
00589562	03/08/19	03/08/19	Captions	Captions Not working/starting	No Trouble Found
00589590	03/08/19	03/08/19	Caption Phone	Losing internet connection	Software updates
00589611	03/08/19	03/08/19	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00589620	03/08/19	03/13/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00589774	03/08/19	03/08/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00589778	03/08/19	03/08/19	Caption Phone	Can't make and/or receive calls	Training provided
00589816	03/08/19	03/11/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00589820	03/08/19	03/08/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00589832	03/08/19	03/08/19	Caption Phone	Answering machine won't play messages	Training provided
00589834	03/08/19	03/27/19	Captions	Captions Not working/starting	Phone rebooted
00589841	03/08/19	03/08/19	Captions	Captions Not working/starting	Phone rebooted
00589846	03/08/19	03/08/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00589877	03/08/19	03/08/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00589880	03/08/19	03/08/19	Caption Phone	Losing internet connection	Software updates
00589895	03/08/19	03/08/19	Captions	Captions Not working/starting	Router/modem rebooted
00589900	03/08/19	03/08/19	Captions	Captions Not working/starting	Phone rebooted
00589917	03/08/19	03/08/19	Captions	Captions Not working/starting	Phone rebooted
00589926	03/08/19	03/08/19	Captions	Captions Not working/starting	Usage issue, training
00589930	03/08/19	03/08/19	Caption Phone	Is stuck on the boot up screen	No Issue with Phone or Service Found
00589931	03/08/19	03/12/19	Caption Phone	Losing internet connection	Customer Network/Environment Issue, Customer to Follow-up
00589942	03/08/19	03/12/19	Caption Phone	Answering machine won't play messages	Training provided
00589983	03/08/19	03/08/19	Caption Phone	Can't make and/or receive calls	No problem found
00589993	03/08/19	03/08/19	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00590006	03/09/19	03/16/19	Captions	Captions Not working/starting	Unable to contact
00590020	03/09/19	03/19/19	Caption Phone	Answering machine isn't taking messages	Unable to contact
00590029	03/09/19	03/09/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00590038	03/09/19	03/13/19	Captions	Captions Not working/starting	Phone rebooted
00590040	03/09/19	03/09/19	Captions	Captions Not working/starting	Training Provided
00590041	03/09/19	03/09/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00590044	03/09/19	03/09/19	Captions	Captions Not working/starting	Router/modem rebooted
00590057	03/09/19	03/09/19	Captions	Captions Not working/starting	Phone line reconnected, resolved
00590068	03/09/19	03/09/19	Captions	Captions Not working/starting	Phone rebooted
00590091	03/09/19	03/09/19	Captions	Captions Not working/starting	Phone rebooted
00590094	03/09/19		Captions	Captions Not working/starting	Account Updated
00590127	03/10/19		Caption Phone	Phone turns on and off by itself	Device replaced
00590178	03/11/19	03/11/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00590219	03/11/19	03/11/19	Captions	Captions Not working/starting	Router/modem rebooted
00590287	03/11/19	03/11/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00590290	03/11/19	03/11/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00590336	03/11/19	03/11/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00590342	03/11/19	03/24/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00590388	03/11/19	03/12/19	Caption Phone	Losing internet connection	Phone rebooted
00590435	03/11/19	03/11/19	Captions	Captions Not working/starting	Training Provided
00590477	03/11/19	03/11/19	Caption Phone	Answering machine isn't taking messages	Training provided
00590483	03/11/19	03/20/19	Captions	Captions Not working/starting	Device replaced
00590491	03/11/19		Captions	Captions Not working/starting	Device replaced
00590503	03/11/19	03/11/19	Captions	Captions Not working/starting	Training Provided
00590504	03/11/19	03/11/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00590545	03/11/19	03/15/19	Captions	Captions too far behind conversation/lagging	Device replaced
00590573	03/11/19	03/12/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00590574	03/11/19	03/11/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00590589	03/11/19	03/11/19	Captions	Captions Not working/starting	Phone rebooted
00590602	03/11/19	03/11/19	Caption Phone	Answering machine won't play messages	Training provided
00590608	03/11/19	03/11/19	Captions	Captions Not working/starting	Training provided
00590627	03/11/19	03/11/19	Captions	Captions Not working/starting	Phone setting adjusted
00590652	03/11/19	03/27/19	Captions	Captions Not working/starting	Router/modem rebooted
00590655	03/11/19	03/11/19	Captions	Captions Not working/starting	Phone rebooted
00590681	03/11/19	03/11/19	Captions	Captions Not working/starting	Phone rebooted
00590710	03/11/19	03/11/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00590718	03/11/19	03/11/19	Caption Phone	Phone turns on and off by itself	Phone rebooted
00590752	03/11/19	04/02/19	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00590769	03/11/19	03/11/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00590770	03/11/19	03/11/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00590800	03/11/19	03/18/19	Captions	Captions Not working/starting	Router/modem rebooted
00590849	03/12/19	03/12/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00590853	03/12/19	04/07/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00590889	03/12/19	03/14/19	Captions	Captions Not working/starting	Phone rebooted
00590921	03/12/19	03/12/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00590957	03/12/19	03/12/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found

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00590959	03/12/19	03/12/19	Caption Phone	Can't make and/or receive calls	Training Provided
00590987	03/12/19	03/24/19	Captions	Captions Not working/starting	Phone rebooted
00591044	03/12/19	03/18/19	Captions	Captions Not working/starting	Modified firewall setting
00591050	03/12/19	03/12/19	Captions	Captions Not working/starting	Phone rebooted
00591068	03/12/19	03/12/19	Captions	Captions Not working/starting	Phone rebooted
00591086	03/12/19	04/20/19	Captions	Captions Not working/starting	Modified firewall setting
00591105	03/12/19	03/14/19	Caption Phone	Losing internet connection	Phone rebooted
00591136	03/12/19	03/12/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00591142	03/12/19	03/12/19	Caption Phone	Can't make and/or receive calls	Training Provided
00591226	03/12/19	03/12/19	Caption Phone	Losing internet connection	Router/modem rebooted
00591227	03/12/19	03/24/19	Captions	Captions Not working/starting	No Trouble Found
00591263	03/12/19	03/12/19	Caption Phone	Losing internet connection	Phone rebooted
00591276	03/12/19	03/13/19	Captions	Captions Not working/starting	Phone rebooted
00591278	03/12/19	03/29/19	Captions	Captions Not working/starting	Unable to Contact
00591280	03/12/19	03/12/19	Captions	Stopping during calls	Phone rebooted
00591288	03/12/19	03/26/19	Caption Phone	Losing internet connection	Ethernet cable reconnected
00591296	03/12/19	03/26/19	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00591297	03/12/19	03/19/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00591312	03/12/19	03/12/19	Captions	Captions Not working/starting	Phone rebooted
00591328	03/12/19	03/28/19	Captions	Captions Not working/starting	Router/modem rebooted
00591363	03/12/19	03/19/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00591372	03/12/19	03/25/19	Captions	Captions Not working/starting	Wifi lookup
00591384	03/12/19	03/12/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00591405	03/12/19	03/12/19	Caption Phone	Can't make and/or receive calls	Training provided
00591419	03/12/19	04/08/19	Caption Phone	Losing internet connection	Phone rebooted
00591425	03/12/19		Caption Phone	Answering machine isn't taking messages	Training Provided
00591426	03/12/19	03/19/19	Caption Phone	Losing internet connection	Ethernet cable reconnected
00591431	03/12/19	03/14/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00591474	03/13/19	03/13/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00591499	03/13/19	03/13/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00591525	03/13/19	03/13/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00591558	03/13/19	03/21/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00591559	03/13/19	03/14/19	Captions	Captions Not working/starting	Usage issue, training
00591570	03/13/19	03/13/19	Captions	Captions Not working/starting	usage issue, training
00591593	03/13/19	03/29/19	Caption Phone	Can't make and/or receive calls	Device moved
00591608	03/13/19	04/09/19	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00591612	03/13/19	03/13/19	Captions	Captions Not working/starting	Phone setting adjusted
00591618	03/13/19	03/13/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00591621	03/13/19	03/13/19	Captions	Captions Not working/starting	No Issue Found
00591627	03/13/19	03/13/19	Caption Phone	Answering machine won't play messages	Training Provided
00591635	03/13/19	03/15/19	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00591667	03/13/19	03/13/19	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00591736	03/13/19	03/15/19	Captions	Captions Not working/starting	Usage issue, training
00591742	03/13/19	03/13/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00591761	03/13/19	03/18/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00591764	03/13/19	03/13/19	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00591797	03/13/19	03/14/19	Captions	Captions Not working/starting	Phone rebooted
00591820	03/13/19	03/13/19	Caption Phone	Losing internet connection	Software updates
00591829	03/13/19	03/14/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00591833	03/13/19	03/13/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00591899	03/13/19	03/13/19	Caption Phone	Can't make and/or receive calls	Training Provided
00591913	03/13/19	03/13/19	Caption Phone	Answering machine won't play messages	Training Provided
00591967	03/13/19	03/26/19	Caption Phone	Losing internet connection	Router/modem rebooted
00591969	03/13/19	03/21/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00591972	03/13/19	03/13/19	Captions	Captions Not working/starting	Router/modem rebooted
00591985	03/13/19	03/15/19	Captions	Captions Not working/starting	Phone rebooted
00591988	03/13/19	03/14/19	Captions	Captions Not working/starting	Wifi lookup
00591989	03/13/19		Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00591995	03/13/19	03/14/19	Caption Phone	Losing internet connection	Phone rebooted
00591997	03/13/19	03/16/19	Captions	Captions Not working/starting	Router/modem rebooted
00592000	03/13/19	03/26/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00592090	03/14/19	03/16/19	Captions	Captions Not working/starting	Router/modem rebooted
00592129	03/14/19	03/26/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00592171	03/14/19	03/14/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00592172	03/14/19	03/14/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00592182	03/14/19	03/14/19	Captions	Captions Not working/starting	Router/modem rebooted
00592197	03/14/19	03/19/19	Captions	Captions Not working/starting	Router/modem rebooted
00592203	03/14/19	03/27/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00592247	03/14/19	03/14/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00592256	03/14/19	03/14/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00592272	03/14/19	03/14/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00592318	03/14/19	03/14/19	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00592351	03/14/19	03/14/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00592353	03/14/19	03/15/19	Captions	Captions Not working/starting	Ethernet cable reconnected
00592355	03/14/19	03/14/19	Captions	Captions Not working/starting	No Issue Found
00592360	03/14/19	03/26/19	Captions	Captions Not working/starting	No Trouble Found

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00592395	03/14/19	04/11/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00592409	03/14/19	03/19/19	Captions	Captions Not working/starting	Usage issue, training
00592428	03/14/19	03/14/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00592491	03/14/19	03/14/19	Caption Phone	Can't make and/or receive calls	Training Provided
00592511	03/14/19	03/14/19	Captions	Captions Not working/starting	Router/modem rebooted
00592522	03/14/19	03/14/19	Captions	Captions too far behind conversation/lagging	Training Provided
00592526	03/14/19	03/14/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00592542	03/14/19	03/14/19	Captions	Captions Not working/starting	Phone rebooted
00592545	03/14/19	03/14/19	Caption Phone	Answering machine won't play messages	Usage issue, training
00592555	03/14/19	03/27/19	Captions	Captions Not working/starting	Phone rebooted
00592557	03/14/19	04/12/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00592586	03/14/19	03/14/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00592598	03/14/19	04/11/19	Caption Phone	Answering machine isn't taking messages	Unable to Contact
00592610	03/14/19	03/14/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00592657	03/15/19	03/19/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00592709	03/15/19	03/22/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00592741	03/15/19	03/15/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00592752	03/15/19	03/15/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00592781	03/15/19	03/15/19	Captions	Captions Not working/starting	No Issue Found
00592823	03/15/19	03/15/19	Captions	Captions Not working/starting	Router/modem rebooted
00592842	03/15/19	03/15/19	Caption Phone	Phone turns on and off by itself	Phone setting adjusted
00592867	03/15/19	03/15/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00592874	03/15/19	03/15/19	Caption Phone	Answering machine won't play messages	Training Provided
00592877	03/15/19	03/15/19	Captions	Captions Not working/starting	Phone rebooted
00592906	03/15/19	03/15/19	Captions	Captions Not working/starting	Phone rebooted
00592939	03/15/19	03/15/19	Captions	Captions Not working/starting	No Issue Found
00592983	03/15/19	03/15/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00592992	03/15/19	03/15/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00593016	03/15/19	03/26/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00593020	03/15/19		Caption Phone	Screen won't turn off/turn on	Device replaced
00593066	03/15/19	03/19/19	Captions	Captions Not working/starting	Router/modem rebooted
00593068	03/15/19	03/15/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00593081	03/15/19		Captions	Captions Not working/starting	Phone Being RMA'd
00593101	03/15/19	03/15/19	Captions	Captions Not working/starting	Router/modem cable reconnected
00593147	03/15/19	03/15/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00593149	03/15/19	03/15/19	Captions	Captions Not working/starting	No Issue Found
00593172	03/16/19	03/16/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00593183	03/16/19	03/16/19	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00593190	03/16/19	03/16/19	Caption Phone	Losing internet connection	Ethernet cable reconnected
00593227	03/16/19	03/19/19	Captions	Captions Not working/starting	Router/modem rebooted
00593234	03/16/19	03/16/19	Captions	Captions Not working/starting	Phone rebooted
00593235	03/16/19	03/19/19	Captions	Captions Not working/starting	Phone rebooted
00593249	03/17/19	03/17/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00593264	03/17/19	03/17/19	Captions	Captions Not working/starting	Training Provided
00593317	03/18/19	03/18/19	Caption Phone	Losing internet connection	Phone rebooted
00593321	03/18/19	03/18/19	Caption Phone	Caller ID not working	Phone rebooted
00593325	03/18/19	03/18/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00593363	03/18/19	03/18/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00593453	03/18/19	03/25/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00593457	03/18/19	03/25/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00593492	03/18/19	03/18/19	Captions	Captions Not working/starting	Router/modem rebooted
00593513	03/18/19	03/18/19	Caption Phone	Answering machine won't play messages	Training Provided
00593521	03/18/19	03/18/19	Captions	Captions Not working/starting	Phone rebooted
00593537	03/18/19	03/21/19	Captions	Captions Not working/starting	Usage issue, training
00593559	03/18/19	03/18/19	Caption Phone	Answering machine isn't taking messages	Training provided
00593564	03/18/19	03/18/19	Captions	Captions Not working/starting	Wifi lookup
00593569	03/18/19	03/19/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00593571	03/18/19	03/18/19	Caption Phone	Answering machine won't play messages	Training provided
00593597	03/18/19	03/18/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00593600	03/18/19	03/28/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00593608	03/18/19	03/22/19	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00593614	03/18/19	03/18/19	Captions	Captions Not working/starting	Disabled firewall
00593639	03/18/19	03/22/19	Captions	Captions Not working/starting	Phone rebooted
00593643	03/18/19	03/18/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00593696	03/18/19	03/18/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00593728	03/18/19	03/18/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00593748	03/18/19	03/18/19	Captions	Captions Not working/starting	Phone rebooted
00593751	03/18/19	03/18/19	Caption Phone	Answering machine won't play messages	Training Provided
00593756	03/18/19	03/18/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00593762	03/18/19		Caption Phone	Phone turns on and off by itself	No Issue with Phone or Service Found
00593763	03/18/19	03/18/19	Captions	Captions Not working/starting	Router/modem rebooted
00593773	03/18/19	03/18/19	Captions	Captions not accurate	Training Provided
00593783	03/18/19	03/18/19	Caption Phone	Can't make and/or receive calls	Software updates
00593787	03/18/19	03/24/19	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00593790	03/18/19	04/01/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00593791	03/18/19	03/18/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible

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00593798	03/18/19	03/26/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00593830	03/19/19	03/23/19	Captions	Captions Not working/starting	Router/modem rebooted
00593874	03/19/19	03/19/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00593888	03/19/19	03/19/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00593897	03/19/19	03/19/19	Captions	Captions Not working/starting	Router/modem rebooted
00593904	03/19/19	03/19/19	Captions	Captions Not working/starting	Phone rebooted
00593907	03/19/19	03/19/19	Caption Phone	Losing internet connection	Router/modem rebooted
00593961	03/19/19	03/20/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00593989	03/19/19		Caption Phone	Screen unresponsive	Return Kit/PPML sent
00594027	03/19/19	03/19/19	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00594049	03/19/19	03/20/19	Captions	Captions Not working/starting	Router/modem rebooted
00594079	03/19/19	03/19/19	Captions	Captions Not working/starting	Ethernet cable reconnected
00594113	03/19/19	03/19/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00594157	03/19/19	04/02/19	Captions	Captions Not working/starting	Wifi extender installed
00594198	03/19/19	03/19/19	Captions	Captions Not working/starting	Wifi lookup
00594210	03/19/19	03/19/19	Caption Phone	Can't make and/or receive calls	Software updates
00594272	03/19/19	03/19/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00594273	03/19/19	03/19/19	Captions	Captions Not working/starting	Phone rebooted
00594289	03/19/19	03/19/19	Captions	Captions Not working/starting	Phone rebooted
00594294	03/19/19	03/19/19	Captions	Captions not accurate	Customer Refused Additional Support
00594316	03/19/19	03/19/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00594359	03/19/19	03/19/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00594429	03/20/19	03/21/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00594454	03/20/19	03/20/19	Captions	Captions Not working/starting	Phone rebooted
00594548	03/20/19	03/20/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00594549	03/20/19	03/20/19	Captions	Captions Not working/starting	Phone rebooted
00594552	03/20/19	03/20/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00594598	03/20/19	03/20/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00594649	03/20/19	03/20/19	Caption Phone	Losing internet connection	Phone rebooted
00594650	03/20/19	03/20/19	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00594654	03/20/19	03/25/19	Caption Phone	Phone turns on and off by itself	Account Deactivated
00594673	03/20/19	04/05/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00594679	03/20/19	03/20/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00594689	03/20/19	03/20/19	Caption Phone	Screen unresponsive	Training Provided
00594691	03/20/19	03/20/19	Captions	Captions Not working/starting	Router/modem rebooted
00594699	03/20/19	04/10/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00594705	03/20/19	03/24/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00594732	03/20/19	03/20/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00594761	03/20/19	04/02/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00594776	03/20/19	03/21/19	Captions	Captions Not working/starting	Router/modem rebooted
00594795	03/20/19	03/26/19	Captions	Captions Not working/starting	Router/modem rebooted
00594809	03/20/19	03/21/19	Captions	Captions not accurate	Phone rebooted
00594811	03/20/19	03/26/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00594849	03/20/19	03/20/19	Captions	Captions Not working/starting	Phone rebooted
00594863	03/20/19	03/20/19	Captions	Captions Not working/starting	Wifi lookup
00594864	03/20/19	04/01/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00594873	03/20/19	03/20/19	Caption Phone	Can't make and/or receive calls	Training Provided
00594879	03/20/19	03/20/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00594914	03/20/19	03/20/19	Captions	Captions Not working/starting	Router/modem rebooted
00594918	03/20/19	03/20/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00594925	03/20/19	03/20/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00594992	03/21/19	03/29/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00595004	03/21/19	03/21/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00595056	03/21/19	03/21/19	Caption Phone	Losing internet connection	Wifi extender installed
00595084	03/21/19	03/26/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00595085	03/21/19	03/21/19	Caption Phone	Losing internet connection	Router/modem rebooted
00595091	03/21/19	03/21/19	Caption Phone	Losing internet connection	Environmental issue resolved
00595106	03/21/19	03/29/19	Caption Phone	Screen won't turn off/turn on	Replace cable, handset, accessory
00595111	03/21/19	03/21/19	Caption Phone	Losing internet connection	Phone rebooted
00595152	03/21/19	03/26/19	Caption Phone	Can't make and/or receive calls	Unable to contact
00595158	03/21/19	05/06/19	Captions	Captions Not working/starting	Training Provided
00595227	03/21/19	03/24/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00595250	03/21/19	03/21/19	Captions	Captions Not working/starting	Phone rebooted
00595376	03/21/19	03/21/19	Caption Phone	Answering machine won't play messages	Training provided
00595395	03/21/19	03/21/19	Caption Phone	Answering machine won't play messages	Training provided
00595416	03/21/19	03/21/19	Captions	Captions Not working/starting	Phone rebooted
00595460	03/21/19	03/25/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00595463	03/21/19	03/21/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00595479	03/21/19	03/22/19	Captions	Stopping during calls	Phone rebooted
00595508	03/22/19	03/22/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00595526	03/22/19	03/22/19	Caption Phone	Losing internet connection	Usage issue, training
00595527	03/22/19	03/22/19	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00595554	03/22/19	03/22/19	Caption Phone	Can't make and/or receive calls	Training Provided
00595590	03/22/19	03/22/19	Captions	Captions Not working/starting	Phone rebooted
00595680	03/22/19	03/22/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00595689	03/22/19	04/25/19	Caption Phone	Can't make and/or receive calls	Training Provided

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00595695	03/22/19	03/26/19	Caption Phone	Can't make and/or receive calls	Outage resolved
00595797	03/22/19	03/22/19	Captions	Captions not accurate	Training Provided
00595799	03/22/19	03/24/19	Caption Phone	Losing internet connection	Service status communicated
00595826	03/22/19	03/22/19	Caption Phone	Phone turns on and off by itself	No Issue Found
00595832	03/22/19	03/22/19	Caption Phone	Answering machine isn't taking messages	Memory resource issue resolved
00595841	03/22/19	03/22/19	Caption Phone	Losing internet connection	Shared network access issue, resolved
00595868	03/22/19	04/01/19	Caption Phone	Answering machine isn't taking messages	Unable to contact
00595876	03/22/19	03/22/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00595962	03/22/19	03/22/19	Caption Phone	Other party cannot hear me	Phone rebooted
00596008	03/22/19	03/22/19	Caption Phone	Losing internet connection	Environmental issue resolved
00596025	03/22/19	04/03/19	Caption Phone	Can't make and/or receive calls	Device replaced
00596092	03/22/19	03/22/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00596111	03/23/19	04/09/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00596126	03/23/19	03/23/19	Captions	Captions Not working/starting	Phone rebooted
00596136	03/23/19	03/23/19	Caption Phone	Losing internet connection	Router/modem rebooted
00596155	03/23/19	03/23/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00596178	03/23/19	03/23/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00596210	03/23/19	03/26/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00596213	03/23/19	03/23/19	Captions	Captions Not working/starting	Phone rebooted
00596223	03/23/19	03/26/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00596233	03/23/19	03/27/19	Captions	Captions not accurate	Training Provided
00596245	03/24/19	03/24/19	Caption Phone	Answering machine won't play messages	Training provided
00596252	03/24/19	03/24/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00596260	03/24/19	03/24/19	Caption Phone	Answering machine isn't taking messages	Training provided
00596263	03/24/19	03/24/19	Captions	Captions Not working/starting	Phone rebooted
00596287	03/24/19	03/24/19	Captions	Captions not accurate	Caption Issue escalated
00596289	03/24/19	04/02/19	Captions	Captions Not working/starting	Ethernet cable reconnected
00596290	03/24/19	03/24/19	Captions	Captions Not working/starting	Training Provided
00596337	03/25/19	03/25/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00596365	03/25/19	03/25/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00596374	03/25/19	04/11/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00596395	03/25/19	04/17/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00596401	03/25/19		Caption Phone	Screen unresponsive	Device replaced
00596416	03/25/19	04/03/19	Caption Phone	Losing internet connection	Ethernet cable reconnected
00596429	03/25/19	03/25/19	Captions	Captions Not working/starting	Phone rebooted
00596441	03/25/19	03/29/19	Captions	Captions Not working/starting	Wifi lookup
00596457	03/25/19	03/25/19	Captions	Captions not accurate	Issue on user's end, non-reproducible
00596474	03/25/19	03/25/19	Captions	Captions Not working/starting	Router/modem rebooted
00596483	03/25/19	03/25/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00596514	03/25/19	03/25/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00596527	03/25/19	03/27/19	Captions	Captions Not working/starting	Phone rebooted
00596536	03/25/19	04/10/19	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00596587	03/25/19	03/25/19	Captions	Captions Not working/starting	Router/modem rebooted
00596640	03/25/19		Caption Phone	Can't make and/or receive calls	Return Kit/PPML sent
00596652	03/25/19	03/25/19	Captions	Captions Not working/starting	Phone rebooted
00596683	03/25/19	03/25/19	Captions	Captions Not working/starting	Ethernet cable reconnected
00596688	03/25/19	03/25/19	Captions	Captions Not working/starting	Router/modem rebooted
00596698	03/25/19	04/18/19	Caption Phone	Can't make and/or receive calls	unable to contact
00596723	03/25/19	03/25/19	Captions	Captions Not working/starting	Phone rebooted
00596724	03/25/19	04/16/19	Captions	Captions Not working/starting	Router/modem rebooted
00596730	03/25/19	03/25/19	Caption Phone	Answering machine won't play messages	Training provided
00596743	03/25/19	03/25/19	Caption Phone	Answering machine won't play messages	Training Provided
00596748	03/25/19	03/25/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00596810	03/25/19		Caption Phone	Can't make and/or receive calls	Phone rebooted
00596811	03/25/19	03/25/19	Caption Phone	Losing internet connection	Phone setting adjusted
00596819	03/25/19	04/18/19	Captions	Captions Not working/starting	unable to contact
00596900	03/25/19	04/06/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00596907	03/25/19	04/21/19	Captions	Captions Not working/starting	Replace cable, handset, accessory
00596913	03/25/19		Caption Phone	Can't make and/or receive calls	Device replaced
00596966	03/26/19	03/27/19	Captions	Captions Not working/starting	Phone rebooted
00596971	03/26/19	03/26/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00597008	03/26/19	03/26/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00597036	03/26/19	03/27/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00597042	03/26/19	03/26/19	Captions	Captions Not working/starting	Router/modem rebooted
00597068	03/26/19	03/26/19	Captions	Captions Not working/starting	Phone rebooted
00597078	03/26/19		Caption Phone	Losing internet connection	Phone Being RMA'd
00597087	03/26/19	03/30/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00597113	03/26/19	03/26/19	Caption Phone	Answering machine isn't taking messages	Training provided
00597114	03/26/19	04/20/19	Captions	Captions Not working/starting	Modified firewall setting
00597150	03/26/19	03/26/19	Captions	Captions Not working/starting	Phone rebooted
00597151	03/26/19	03/26/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00597152	03/26/19	03/26/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00597177	03/26/19	03/26/19	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00597226	03/26/19	03/26/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00597253	03/26/19		Caption Phone	Answering machine won't play messages	Training provided
00597308	03/26/19	03/26/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted

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00597348	03/26/19	04/10/19	Captions	Captions not accurate	Unable to contact
00597363	03/26/19	04/10/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00597391	03/26/19	03/26/19	Captions	Captions Not working/starting	Phone rebooted
00597406	03/26/19	03/26/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00597409	03/26/19	04/12/19	Captions	Captions Not working/starting	Phone rebooted
00597410	03/26/19	04/04/19	Caption Phone	Other party cannot hear me	Customer Refused Additional Support
00597454	03/26/19	03/26/19	Caption Phone	Answering machine isn't taking messages	Training provided
00597481	03/26/19	03/27/19	Caption Phone	Losing internet connection	Router/modem rebooted
00597515	03/26/19	03/26/19	Caption Phone	Answering machine won't play messages	Training Provided
00597518	03/26/19	03/29/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00597581	03/27/19	03/27/19	Caption Phone	Screen unresponsive	Phone line reconnected, resolved
00597610	03/27/19	04/16/19	Caption Phone	Losing internet connection	Wifi lookup
00597631	03/27/19	03/30/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00597644	03/27/19	04/03/19	Caption Phone	Losing internet connection	Phone rebooted
00597665	03/27/19	04/24/19	Caption Phone	Can't make and/or receive calls	unable to contact
00597745	03/27/19	03/27/19	Caption Phone	Losing internet connection	Wifi lookup
00597757	03/27/19	04/04/19	Caption Phone	Answering machine isn't taking messages	Unable to contact
00597778	03/27/19	03/27/19	Captions	Captions Not working/starting	Phone rebooted
00597822	03/27/19		Caption Phone	Phone turns on and off by itself	Device replaced
00597823	03/27/19	03/27/19	Captions	Stopping during calls	Training Provided
00597835	03/27/19	03/27/19	Captions	Captions Not working/starting	Wifi lookup
00597840	03/27/19	04/01/19	Captions	Captions Not working/starting	Router/modem rebooted
00597846	03/27/19	03/27/19	Captions	Captions Not working/starting	Router/modem rebooted
00597885	03/27/19	05/02/19	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00597932	03/27/19	03/30/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00597954	03/27/19	04/02/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00597959	03/27/19	04/05/19	Captions	Captions Not working/starting	Ethernet cable reconnected
00597976	03/27/19	04/07/19	Caption Phone	Can't make and/or receive calls	Training Provided
00597979	03/27/19	03/27/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00597990	03/27/19	03/27/19	Caption Phone	Losing internet connection	No problem found
00597996	03/27/19	03/27/19	Captions	Captions Not working/starting	Router/modem rebooted
00598050	03/27/19	03/27/19	Captions	Captions Not working/starting	Phone rebooted
00598054	03/27/19	03/27/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00598062	03/27/19	04/01/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00598068	03/27/19	03/27/19	Caption Phone	Answering machine won't play messages	Training provided
00598076	03/27/19	03/27/19	Captions	Captions Not working/starting	Router/modem rebooted
00598081	03/27/19	03/27/19	Captions	Captions Not working/starting	Router/modem rebooted
00598085	03/27/19	03/27/19	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00598093	03/27/19	03/27/19	Captions	Captions Not working/starting	Phone rebooted
00598096	03/27/19	04/21/19	Caption Phone	Can't make and/or receive calls	Training provided
00598099	03/27/19	03/27/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00598100	03/27/19	03/27/19	Caption Phone	Screen won't turn off/turn on	Environmental issue resolved
00598111	03/27/19	05/04/19	Captions	Captions Not working/starting	Modified firewall setting
00598115	03/27/19	03/28/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00598116	03/27/19	03/27/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00598119	03/27/19	05/27/19	Captions	Captions Not working/starting	Phone rebooted
00598143	03/27/19	04/04/19	Captions	Captions Not working/starting	Router/modem rebooted
00598186	03/28/19	04/05/19	Caption Phone	Screen won't turn off/turn on	Phone line reconnected, resolved
00598202	03/28/19		Caption Phone	Is stuck on the boot up screen	Phone Being RMA'd
00598218	03/28/19	03/28/19	Captions	Captions Not working/starting	Router/modem rebooted
00598236	03/28/19	03/28/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00598258	03/28/19	03/28/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00598301	03/28/19	03/28/19	Caption Phone	Losing internet connection	Wifi lookup
00598310	03/28/19	03/28/19	Captions	Captions Not working/starting	Phone rebooted
00598338	03/28/19	03/28/19	Caption Phone	Screen unresponsive	Phone rebooted
00598359	03/28/19	03/28/19	Captions	Captions Not working/starting	Router/modem rebooted
00598391	03/28/19	05/07/19	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00598405	03/28/19	03/28/19	Caption Phone	Losing internet connection	Wifi lookup
00598438	03/28/19		Caption Phone	Screen unresponsive	Device replaced
00598496	03/28/19	05/03/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00598523	03/28/19	03/28/19	Captions	Captions Not working/starting	Router/modem rebooted
00598526	03/28/19	04/06/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00598529	03/28/19	03/28/19	Caption Phone	Screen unresponsive	Phone rebooted
00598552	03/28/19	04/04/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00598567	03/28/19	04/09/19	Captions	Captions Not working/starting	Phone rebooted
00598568	03/28/19	03/28/19	Captions	Captions Not working/starting	Training Provided
00598572	03/28/19	03/28/19	Captions	Captions Not working/starting	Router/modem rebooted
00598617	03/28/19	03/28/19	Captions	Captions Not working/starting	Training provided
00598649	03/28/19	03/28/19	Captions	Captions Not working/starting	Phone rebooted
00598658	03/28/19	04/06/19	Caption Phone	Losing internet connection	unable to contact
00598680	03/28/19	03/28/19	Captions	Captions Not working/starting	usage issue, training
00598737	03/28/19	03/28/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00598762	03/28/19	03/28/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00598789	03/28/19	03/28/19	Captions	Captions Not working/starting	No Issue Found
00598798	03/28/19	03/28/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00598822	03/29/19	03/29/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible

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00598839	03/29/19	04/01/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00598946	03/29/19	03/29/19	Captions	Captions Not working/starting	Training Provided
00599011	03/29/19	03/29/19	Caption Phone	Answering machine won't play messages	Usage issue, training
00599013	03/29/19	03/29/19	Caption Phone	Screen won't turn off/turn on	Phone line reconnected, resolved
00599029	03/29/19	03/29/19	Captions	Captions Not working/starting	Phone rebooted
00599043	03/29/19	03/29/19	Captions	Captions Not working/starting	Router/modem rebooted
00599059	03/29/19	03/29/19	Captions	Stopping during calls	Training Provided
00599064	03/29/19	03/29/19	Captions	Captions Not working/starting	No Issue Found
00599065	03/29/19	03/29/19	Captions	Captions Not working/starting	Phone rebooted
00599078	03/29/19	04/07/19	Captions	Captions Not working/starting	Phone rebooted
00599088	03/29/19	04/02/19	Captions	Captions Not working/starting	Phone rebooted
00599112	03/29/19	04/01/19	Captions	Captions Not working/starting	Training Provided
00599114	03/29/19	03/29/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00599208	03/29/19	03/29/19	Captions	Captions Not working/starting	Phone line reconnected, resolved
00599288	03/29/19	04/24/19	Captions	Captions Not working/starting	Phone rebooted
00599325	03/29/19	03/29/19	Caption Phone	Can't make and/or receive calls	Training provided
00599339	03/29/19	04/17/19	Caption Phone	Answering machine isn't taking messages	Software updates
00599350	03/29/19	04/03/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00599352	03/29/19	04/02/19	Caption Phone	Can't make and/or receive calls	usage issue, training
00599362	03/29/19	04/01/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00599369	03/29/19	03/29/19	Caption Phone	Screen unresponsive	Phone rebooted
00599378	03/29/19	03/29/19	Captions	Captions Not working/starting	Router/modem cable reconnected
00599384	03/29/19	03/29/19	Caption Phone	Screen won't turn off/turn on	Phone line reconnected, resolved
00599409	03/29/19	03/29/19	Caption Phone	Can't make and/or receive calls	Training provided
00599416	03/29/19	04/21/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00599438	03/30/19	04/02/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00599448	03/30/19	04/01/19	Captions	Captions Not working/starting	Router/modem rebooted
00599450	03/30/19	04/13/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00599462	03/30/19	03/30/19	Caption Phone	Answering machine isn't taking messages	Training provided
00599482	03/30/19	03/30/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00599484	03/30/19	03/30/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00599486	03/30/19	04/09/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00599490	03/30/19	03/30/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00599523	03/30/19	03/30/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00599525	03/30/19	03/30/19	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00599531	03/30/19	03/30/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00599540	03/30/19	03/30/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00599544	03/30/19	04/06/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00599550	03/30/19	04/07/19	Captions	Captions Not working/starting	Router/modem rebooted
00599552	03/30/19	03/30/19	Caption Phone	Losing internet connection	Router/modem rebooted
00599562	03/31/19	04/04/19	Captions	Captions Not working/starting	Service status communicated
00599563	03/31/19	03/31/19	Captions	Captions Not working/starting	Router/modem rebooted
00599576	03/31/19	03/31/19	Captions	Captions Not working/starting	Training Provided
00599578	03/31/19		Caption Phone	Can't make and/or receive calls	Return Kit/PPML sent
00599582	03/31/19	04/02/19	Caption Phone	Screen unresponsive	Phone setting adjusted
00599595	03/31/19	03/31/19	Captions	Captions Not working/starting	Phone rebooted
00599603	03/31/19	03/31/19	Captions	Captions Not working/starting	Phone setting adjusted
00599607	03/31/19	04/06/19	Captions	Captions Not working/starting	Phone setting adjusted
00599652	04/01/19	04/01/19	Caption Phone	Screen won't turn off/turn on	Unable to Contact
00599668	04/01/19	04/01/19	Caption Phone	Answering machine won't play messages	Training Provided
00599675	04/01/19	04/30/19	Caption Phone	Screen unresponsive	Unable to contact
00599703	04/01/19	04/01/19	Captions	Captions Not working/starting	Router/modem rebooted
00599726	04/01/19	04/01/19	Captions	Captions Not working/starting	Phone rebooted
00599754	04/01/19	04/07/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00599775	04/01/19	04/02/19	Captions	Captions Not working/starting	Phone rebooted
00599777	04/01/19	04/10/19	Captions	Captions Not working/starting	Device replaced
00599818	04/01/19	04/01/19	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00599842	04/01/19	04/01/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00599860	04/01/19	04/17/19	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00599896	04/01/19	04/09/19	Caption Phone	Can't make and/or receive calls	Unable to contact
00599899	04/01/19	04/01/19	Captions	Captions Not working/starting	Router/modem rebooted
00599928	04/01/19	04/12/19	Captions	Captions Not working/starting	Router/modem rebooted
00599945	04/01/19	04/01/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00599949	04/01/19	04/01/19	Caption Phone	Answering machine isn't taking messages	Memory resource issue resolved
00599969	04/01/19	04/01/19	Caption Phone	Screen unresponsive	Customer Refused Additional Support
00599972	04/01/19	04/16/19	Caption Phone	Losing internet connection	Phone rebooted
00599976	04/01/19	04/01/19	Caption Phone	Answering machine won't play messages	Customer Refused Additional Support
00599990	04/01/19	04/17/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00600097	04/01/19	04/01/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00600106	04/01/19	05/07/19	Captions	Captions Not working/starting	Phone rebooted
00600113	04/01/19	04/09/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00600129	04/01/19	04/01/19	Captions	Stopping during calls	Training Provided
00600137	04/01/19	04/02/19	Caption Phone	Losing internet connection	Ethernet cable reconnected
00600139	04/01/19	04/10/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00600140	04/01/19	04/01/19	Captions	Captions Not working/starting	Router/modem rebooted
00600148	04/01/19	04/23/19	Caption Phone	Screen unresponsive	Account Updated

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00600152	04/01/19	04/01/19	Captions	Captions Not working/starting	Phone rebooted
00600160	04/01/19	04/01/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00600165	04/01/19	04/08/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00600196	04/02/19	04/24/19	Caption Phone	Can't make and/or receive calls	No problem found
00600225	04/02/19	04/02/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00600246	04/02/19	04/02/19	Caption Phone	Can't make and/or receive calls	No Trouble Found
00600272	04/02/19	04/02/19	Caption Phone	Answering machine isn't taking messages	Memory resource issue resolved
00600296	04/02/19	04/02/19	Mobile Phone	Can't make and/or receive calls	Account Updated
00600314	04/02/19	04/02/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00600331	04/02/19	04/02/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00600356	04/02/19	04/24/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00600377	04/02/19	04/05/19	Captions	Stopping during calls	Phone rebooted
00600409	04/02/19		Caption Phone	Screen unresponsive	Device replaced
00600465	04/02/19	04/17/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00600471	04/02/19	04/07/19	Captions	Captions Not working/starting	Unable to contact
00600478	04/02/19	04/10/19	Captions	Captions Not working/starting	Phone rebooted
00600487	04/02/19	04/17/19	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00600523	04/02/19	04/02/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00600539	04/02/19	05/07/19	Captions	Captions Not working/starting	Unable to Contact
00600551	04/02/19	04/02/19	Captions	Captions not accurate	Training Provided
00600553	04/02/19	04/09/19	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00600578	04/02/19	04/02/19	Captions	Captions Not working/starting	Phone rebooted
00600588	04/02/19	04/12/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00600610	04/02/19	04/02/19	Captions	Captions not accurate	Caption Issue escalated
00600644	04/03/19	04/03/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00600676	04/03/19	04/03/19	Captions	Captions Not working/starting	Router/modem rebooted
00600740	04/03/19	04/03/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00600758	04/03/19	04/03/19	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00600760	04/03/19	04/24/19	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00600773	04/03/19		Caption Phone	Is stuck on the boot up screen	Device replaced
00600815	04/03/19	04/03/19	Captions	Captions Not working/starting	Account Updated
00600853	04/03/19	04/03/19	Caption Phone	Losing internet connection	Training Provided
00600867	04/03/19	04/03/19	Caption Phone	Can't make and/or receive calls	Account Updated
00600897	04/03/19		Captions	Captions Not working/starting	Device replaced
00600907	04/03/19	04/03/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00600945	04/03/19	04/03/19	Caption Phone	Answering machine isn't taking messages	Router/modem rebooted
00600979	04/03/19	04/03/19	Captions	Captions not accurate	Issue on user's end, non-reproducible
00600987	04/03/19	04/03/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00600988	04/03/19	04/15/19	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00600992	04/03/19	04/03/19	Caption Phone	Can't make and/or receive calls	Account Updated
00601052	04/03/19	04/05/19	Caption Phone	Losing internet connection	Phone rebooted
00601070	04/03/19	04/24/19	Caption Phone	Losing internet connection	Wifi reconnected (no reboot required)
00601073	04/03/19	04/22/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00601080	04/03/19	04/03/19	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00601082	04/03/19	04/03/19	Captions	Captions Not working/starting	Training Provided
00601088	04/03/19	04/03/19	Caption Phone	Answering machine won't play messages	Training Provided
00601089	04/03/19	04/03/19	Caption Phone	Can't make and/or receive calls	Training Provided
00601100	04/03/19	04/19/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00601102	04/03/19	04/03/19	Caption Phone	Can't make and/or receive calls	No Trouble Found
00601110	04/03/19	04/03/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00601118	04/03/19	04/16/19	Captions	Captions Not working/starting	Router/modem rebooted
00601138	04/04/19	04/04/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00601139	04/04/19	04/04/19	Captions	Captions Not working/starting	Wifi lookup
00601144	04/04/19	04/04/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00601165	04/04/19	04/04/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00601167	04/04/19	04/04/19	Caption Phone	Losing internet connection	Phone rebooted
00601193	04/04/19	04/30/19	Captions	Captions Not working/starting	Wifi extender installed
00601254	04/04/19	04/12/19	Captions	Captions Not working/starting	Router/modem rebooted
00601265	04/04/19	05/01/19	Caption Phone	Losing internet connection	Unable to contact
00601269	04/04/19		Caption Phone	Can't make and/or receive calls	Device replaced
00601323	04/04/19	04/04/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00601361	04/04/19	04/04/19	Caption Phone	Losing internet connection	No Issue Found
00601364	04/04/19	04/04/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00601523	04/04/19	04/04/19	Caption Phone	Losing internet connection	Usage issue, training
00601538	04/04/19	04/04/19	Caption Phone	Screen unresponsive	Device replaced
00601539	04/04/19	04/19/19	Caption Phone	Answering machine won't play messages	Usage issue, training
00601577	04/04/19	04/22/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00601596	04/04/19	04/04/19	Caption Phone	Losing internet connection	Phone rebooted
00601627	04/04/19	04/04/19	Caption Phone	Losing internet connection	Wifi extender installed
00601701	04/04/19	05/01/19	Captions	Captions Not working/starting	Phone rebooted
00601715	04/04/19	04/04/19	Caption Phone	Answering machine won't play messages	Training Provided
00601735	04/04/19	04/04/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00601742	04/04/19	04/10/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00601786	04/05/19	04/05/19	Captions	Captions Not working/starting	Router/modem rebooted
00601790	04/05/19	04/05/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00601793	04/05/19	04/05/19	Caption Phone	Losing internet connection	Phone rebooted

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00601799	04/05/19	04/05/19	Captions	Captions Not working/starting	Wifi lookup
00601815	04/05/19	04/05/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00601843	04/05/19	04/05/19	Caption Phone	Screen won't turn off/turn on	No Trouble Found
00601872	04/05/19	04/09/19	Captions	Captions Not working/starting	Phone rebooted
00601887	04/05/19	04/05/19	Captions	Captions Not working/starting	Phone rebooted
00601910	04/05/19	04/18/19	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00601964	04/05/19	04/05/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00601965	04/05/19	04/24/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00601979	04/05/19	04/05/19	Captions	Captions Not working/starting	Router/modem rebooted
00602036	04/05/19	04/05/19	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00602063	04/05/19	04/05/19	Captions	Captions Not working/starting	Router/modem rebooted
00602066	04/05/19	04/05/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00602079	04/05/19	04/10/19	Captions	Captions Not working/starting	Usage issue, training
00602100	04/05/19	04/17/19	Caption Phone	Answering machine isn't taking messages	Unable to contact
00602110	04/05/19	04/19/19	Caption Phone	Can't make and/or receive calls	Device replaced
00602217	04/05/19	04/05/19	Caption Phone	Losing internet connection	Usage issue, training
00602241	04/05/19	04/05/19	Caption Phone	Other party cannot hear me	Phone rebooted
00602257	04/05/19	04/05/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00602264	04/05/19	04/05/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00602270	04/05/19	04/24/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00602281	04/05/19	04/06/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00602317	04/06/19	04/06/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00602336	04/06/19	04/09/19	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00602338	04/06/19	04/06/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00602339	04/06/19	04/06/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00602345	04/06/19	04/06/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00602360	04/06/19	05/07/19	Mobile Phone	Can't make and/or receive calls	Unable to contact
00602364	04/06/19	04/18/19	Captions	Captions Not working/starting	Router/modem rebooted
00602365	04/06/19	04/23/19	Caption Phone	Can't make and/or receive calls	Training provided
00602383	04/06/19	04/06/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00602386	04/06/19	05/07/19	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00602388	04/06/19	04/06/19	Captions	Captions Not working/starting	Phone rebooted
00602422	04/06/19	04/06/19	Captions	Captions Not working/starting	Router/modem rebooted
00602450	04/07/19	04/16/19	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00602456	04/07/19	04/07/19	Captions	Captions Not working/starting	Phone rebooted
00602458	04/07/19	04/15/19	Captions	Captions Not working/starting	Unable to contact
00602468	04/07/19	04/07/19	Captions	Captions Not working/starting	Phone rebooted
00602469	04/07/19	04/15/19	Captions	Captions Not working/starting	Phone rebooted
00602485	04/08/19	04/08/19	Captions	Captions Not working/starting	Phone rebooted
00602513	04/08/19	04/08/19	Captions	Captions Not working/starting	Wifi extender installed
00602536	04/08/19	04/08/19	Caption Phone	Answering machine isn't taking messages	Memory resource issue resolved
00602618	04/08/19	04/08/19	Captions	Captions Not working/starting	Router/modem rebooted
00602656	04/08/19	04/08/19	Captions	Captions Not working/starting	Phone rebooted
00602657	04/08/19	04/08/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00602673	04/08/19	04/08/19	Captions	Captions Not working/starting	Phone rebooted
00602717	04/08/19	04/08/19	Captions	Captions Not working/starting	Usage issue, training
00602724	04/08/19	04/08/19	Captions	Captions not accurate	Training Provided
00602748	04/08/19	04/18/19	Caption Phone	Can't make and/or receive calls	Unable to contact
00602816	04/08/19	04/08/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00602825	04/08/19	04/08/19	Caption Phone	Losing internet connection	Wifi extender installed
00602834	04/08/19	04/30/19	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00602837	04/08/19	04/08/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00602843	04/08/19	04/08/19	Caption Phone	Can't make and/or receive calls	No Trouble Found
00602847	04/08/19	04/08/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00602867	04/08/19	04/08/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00602904	04/08/19	05/01/19	Caption Phone	Answering machine won't play messages	Training Provided
00602913	04/08/19	04/08/19	Caption Phone	Losing internet connection	Usage issue, training
00602918	04/08/19	04/08/19	Captions	Captions Not working/starting	Phone rebooted
00602932	04/08/19	04/12/19	Caption Phone	Phone turns on and off by itself	usage issue, training
00602967	04/08/19	04/10/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00603017	04/08/19	04/08/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00603074	04/08/19	04/28/19	Captions	Captions Not working/starting	Unable to contact
00603094	04/09/19	04/09/19	Captions	Captions Not working/starting	Phone rebooted
00603108	04/09/19	04/15/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00603115	04/09/19	04/09/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00603142	04/09/19	04/10/19	Caption Phone	Answering machine isn't taking messages	Tech RMA'd
00603164	04/09/19	04/09/19	Captions	Captions too far behind conversation/lagging	Phone rebooted
00603170	04/09/19	04/09/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00603275	04/09/19	04/20/19	Caption Phone	Screen unresponsive	Phone setting adjusted
00603298	04/09/19	04/09/19	Caption Phone	Answering machine isn't taking messages	Memory resource issue resolved
00603324	04/09/19	04/09/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00603336	04/09/19	04/09/19	Captions	Stopping during calls	Training Provided
00603352	04/09/19	04/30/19	Captions	Captions Not working/starting	Unable to contact
00603367	04/09/19	04/26/19	Captions	Captions too far behind conversation/lagging	Phone rebooted
00603376	04/09/19	04/30/19	Captions	Captions Not working/starting	Unable to contact
00603393	04/09/19	04/09/19	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found

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00603402	04/09/19	04/09/19	Caption Phone	Losing internet connection	Wifi extender installed
00603415	04/09/19	04/10/19	Caption Phone	Screen unresponsive	No Issue with Phone or Service Found
00603423	04/09/19	04/10/19	Captions	Captions Not working/starting	Phone rebooted
00603439	04/09/19	04/09/19	Captions	Captions Not working/starting	Router/modem rebooted
00603457	04/09/19	04/30/19	Mobile Phone	Can't make and/or receive calls	Usage issue, training
00603482	04/09/19	04/09/19	Caption Phone	Losing internet connection	Router/modem rebooted
00603505	04/09/19	04/09/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00603523	04/09/19	04/09/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00603548	04/09/19	04/09/19	Captions	Captions too far behind conversation/lagging	Issue on user's end, non-reproducible
00603549	04/09/19	04/09/19	Captions	Captions Not working/starting	Router/modem rebooted
00603563	04/09/19	04/09/19	Caption Phone	Can't make and/or receive calls	Service status communicated
00603565	04/09/19	04/09/19	Captions	Captions Not working/starting	Router/modem rebooted
00603572	04/09/19	04/09/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00603576	04/09/19	04/26/19	Caption Phone	Is stuck on the boot up screen	Device replaced
00603590	04/10/19	04/10/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00603619	04/10/19	04/10/19	Captions	Captions Not working/starting	Phone rebooted
00603632	04/10/19	04/19/19	Caption Phone	Losing internet connection	Router/modem rebooted
00603640	04/10/19	04/16/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00603641	04/10/19	04/10/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00603651	04/10/19	04/10/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00603664	04/10/19	04/10/19	Captions	Captions Not working/starting	Router/modem rebooted
00603673	04/10/19	05/08/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00603706	04/10/19	04/10/19	Caption Phone	Screen unresponsive	Router/modem rebooted
00603724	04/10/19	04/10/19	Captions	Captions not accurate	Usage issue, training
00603754	04/10/19	05/03/19	Caption Phone	Answering machine isn't taking messages	Unable to Contact
00603767	04/10/19	04/16/19	Captions	Captions Not working/starting	Usage issue, training
00603770	04/10/19	04/10/19	Caption Phone	Can't make and/or receive calls	Wifi lookup
00603772	04/10/19	04/17/19	Caption Phone	Screen won't turn off/turn on	Customer Refused Additional Support
00603801	04/10/19	04/12/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00603809	04/10/19	05/08/19	Caption Phone	Screen won't turn off/turn on	Device moved
00603814	04/10/19	04/10/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00603829	04/10/19	04/10/19	Caption Phone	Answering machine isn't taking messages	Customer Network/Environment Issue, Customer to Follow-up
00603831	04/10/19	04/10/19	Captions	Captions Not working/starting	Router/modem rebooted
00603837	04/10/19	04/10/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00603839	04/10/19	04/16/19	Caption Phone	Screen unresponsive	Phone setting adjusted
00603849	04/10/19	04/17/19	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00603905	04/10/19		Caption Phone	Screen won't turn off/turn on	Device replaced
00603908	04/10/19	04/10/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00603936	04/10/19	04/10/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00603957	04/10/19	04/10/19	Captions	Captions Not working/starting	No problem found
00603983	04/10/19	04/10/19	Captions	Captions Not working/starting	Router/modem rebooted
00604016	04/10/19	04/10/19	Caption Phone	Can't make and/or receive calls	Device replaced
00604028	04/10/19	04/10/19	Captions	Captions not accurate	Caption Issue escalated
00604050	04/10/19	04/10/19	Captions	Captions not accurate	Caption Issue escalated
00604051	04/10/19	04/10/19	Captions	Captions Not working/starting	Phone rebooted
00604074	04/10/19	04/16/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00604089	04/10/19	04/18/19	Captions	Captions Not working/starting	No problem found
00604116	04/11/19	04/12/19	Captions	Captions Not working/starting	Outage resolved
00604118	04/11/19	04/12/19	Captions	Captions Not working/starting	Caption Issue escalated
00604119	04/11/19	04/11/19	Captions	Captions Not working/starting	Caption Issue escalated
00604120	04/11/19	04/12/19	Captions	Captions Not working/starting	Outage resolved
00604121	04/11/19	04/12/19	Captions	Captions Not working/starting	Outage resolved
00604125	04/11/19	04/11/19	Captions	Captions Not working/starting	Caption Issue escalated
00604127	04/11/19	04/26/19	Captions	Captions Not working/starting	Outage resolved
00604128	04/11/19	04/12/19	Captions	Captions Not working/starting	Outage resolved
00604130	04/11/19	04/11/19	Captions	Captions Not working/starting	Caption Issue escalated
00604132	04/11/19	04/11/19	Captions	Captions Not working/starting	Caption Issue escalated
00604133	04/11/19	04/12/19	Captions	Captions Not working/starting	Outage resolved
00604136	04/11/19	04/15/19	Captions	Captions Not working/starting	Outage resolved
00604139	04/11/19	04/23/19	Captions	Captions Not working/starting	Phone rebooted
00604140	04/11/19	04/12/19	Captions	Captions Not working/starting	Caption Issue escalated
00604141	04/11/19	04/12/19	Captions	Captions Not working/starting	Outage resolved
00604142	04/11/19	04/12/19	Captions	Captions Not working/starting	Outage resolved
00604144	04/11/19	04/11/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00604145	04/11/19	04/11/19	Captions	Captions Not working/starting	Router/modem rebooted
00604147	04/11/19	04/11/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00604191	04/11/19		Caption Phone	Screen unresponsive	Device replaced
00604222	04/11/19	04/24/19	Captions	Captions Not working/starting	Phone rebooted
00604228	04/11/19	04/23/19	Caption Phone	Can't make and/or receive calls	Training Provided
00604231	04/11/19	04/25/19	Captions	Captions Not working/starting	Wifi lookup
00604252	04/11/19	04/28/19	Captions	Captions Not working/starting	Replaced Phone
00604253	04/11/19	05/05/19	Captions	Captions Not working/starting	No problem found
00604263	04/11/19	04/13/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00604265	04/11/19	04/11/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00604293	04/11/19	04/11/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00604296	04/11/19	04/11/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)

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00604312	04/11/19	04/11/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00604328	04/11/19	04/19/19	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00604350	04/11/19	04/11/19	Captions	Captions Not working/starting	Phone rebooted
00604356	04/11/19	04/30/19	Captions	Captions Not working/starting	Phone rebooted
00604358	04/11/19	04/11/19	Captions	Captions Not working/starting	Training Provided
00604362	04/11/19	04/11/19	Caption Phone	Answering machine won't play messages	Usage issue, training
00604366	04/11/19		Caption Phone	Can't make and/or receive calls	Device replaced
00604378	04/11/19	04/11/19	Captions	Captions Not working/starting	Router/modem rebooted
00604379	04/11/19	04/11/19	Captions	Captions Not working/starting	Phone rebooted
00604380	04/11/19	04/11/19	Captions	Captions Not working/starting	No problem found
00604392	04/11/19	04/11/19	Captions	Captions Not working/starting	Training provided
00604412	04/11/19	04/18/19	Captions	Captions Not working/starting	No problem found
00604413	04/11/19	04/11/19	Captions	Captions Not working/starting	Router/modem rebooted
00604450	04/11/19	04/16/19	Captions	Captions Not working/starting	Phone rebooted
00604454	04/11/19	06/04/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00604458	04/11/19	04/15/19	Caption Phone	Can't make and/or receive calls	Unable to contact
00604487	04/11/19	04/11/19	Mobile Phone	Can't make and/or receive calls	No Issue Found
00604510	04/11/19	04/15/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00604513	04/11/19	04/11/19	Captions	Captions Not working/starting	Phone rebooted
00604520	04/11/19	04/11/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00604554	04/11/19	04/11/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00604583	04/11/19	04/11/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00604667	04/11/19	04/11/19	Caption Phone	Screen unresponsive	Phone rebooted
00604682	04/11/19	04/11/19	Caption Phone	Answering machine won't play messages	Memory resource issue resolved
00604689	04/11/19	04/16/19	Captions	Captions Not working/starting	Router/modem rebooted
00604691	04/11/19	05/05/19	Caption Phone	Screen unresponsive	Phone rebooted
00604698	04/11/19	05/03/19	Captions	Captions Not working/starting	Usage issue, training
00604709	04/11/19	04/11/19	Captions	Captions Not working/starting	Phone rebooted
00604731	04/12/19	04/12/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00604744	04/12/19	04/12/19	Captions	Captions Not working/starting	Phone rebooted
00604760	04/12/19	04/12/19	Captions	Captions Not working/starting	No problem found
00604778	04/12/19	04/12/19	Captions	Captions Not working/starting	Phone rebooted
00604781	04/12/19	04/12/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00604831	04/12/19	04/13/19	Caption Phone	Losing internet connection	Router/modem rebooted
00604841	04/12/19	04/28/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00604900	04/12/19	04/12/19	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00604918	04/12/19	04/12/19	Captions	Captions Not working/starting	Phone rebooted
00604955	04/12/19	05/07/19	Captions	Captions Not working/starting	Phone rebooted
00604966	04/12/19	04/12/19	Caption Phone	Losing internet connection	Router/modem rebooted
00604996	04/12/19	04/12/19	Mobile Phone	Can't make and/or receive calls	Issue Resolved
00605013	04/12/19	04/12/19	Captions	Captions Not working/starting	Phone rebooted
00605028	04/12/19	04/18/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00605030	04/12/19	04/26/19	Captions	Captions Not working/starting	Phone rebooted
00605038	04/12/19	04/19/19	Caption Phone	Answering machine isn't taking messages	usage issue, training
00605064	04/12/19	04/12/19	Captions	Captions Not working/starting	Phone rebooted
00605103	04/12/19	04/12/19	Captions	Captions Not working/starting	Router/modem rebooted
00605106	04/12/19	04/12/19	Captions	Captions Not working/starting	Phone rebooted
00605107	04/12/19	04/12/19	Captions	Captions Not working/starting	Wifi lookup
00605115	04/12/19	04/12/19	Caption Phone	Caller ID not working	Training provided
00605125	04/12/19	04/12/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00605152	04/12/19	04/12/19	Captions	Captions Not working/starting	Phone rebooted
00605173	04/12/19	04/13/19	Captions	Captions Not working/starting	Router/modem rebooted
00605206	04/13/19	04/21/19	Caption Phone	Screen unresponsive	Unable to contact
00605212	04/13/19	04/13/19	Captions	Captions Not working/starting	Training Provided
00605230	04/13/19		Caption Phone	Caller ID not working	No Trouble Found
00605238	04/13/19	04/16/19	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00605243	04/13/19	04/13/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00605248	04/13/19	04/13/19	Captions	Captions Not working/starting	Phone rebooted
00605262	04/13/19	05/13/19	Captions	Captions Not working/starting	Unable to contact
00605268	04/13/19	04/13/19	Caption Phone	Screen unresponsive	Phone rebooted
00605275	04/14/19		Caption Phone	Can't make and/or receive calls	Device replaced
00605284	04/14/19	04/14/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00605288	04/14/19	04/14/19	Captions	Captions Not working/starting	Phone rebooted
00605296	04/14/19	04/14/19	Captions	Captions Not working/starting	Router/modem rebooted
00605301	04/14/19	04/14/19	Captions	Captions Not working/starting	Phone rebooted
00605309	04/14/19	04/20/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00605326	04/15/19	04/15/19	Captions	Captions Not working/starting	Phone rebooted
00605337	04/15/19	04/15/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00605338	04/15/19	04/15/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00605386	04/15/19	04/15/19	Captions	Captions Not working/starting	Router/modem rebooted
00605409	04/15/19	04/15/19	Captions	Captions Not working/starting	Router/modem rebooted
00605432	04/15/19	04/22/19	Captions	Captions Not working/starting	Issue Resolved
00605433	04/15/19	04/15/19	Captions	Captions Not working/starting	Phone rebooted
00605451	04/15/19	04/24/19	Caption Phone	Answering machine isn't taking messages	Phone Being RMA'd
00605494	04/15/19	05/07/19	Captions	Captions Not working/starting	Router/modem rebooted
00605563	04/15/19	04/15/19	Captions	Captions Not working/starting	Phone rebooted

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00605606	04/15/19	04/15/19	Caption Phone	Losing internet connection	Usage issue, training
00605624	04/15/19	04/15/19	Captions	Captions Not working/starting	Router/modem rebooted
00605634	04/15/19	05/07/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00605647	04/15/19	04/15/19	Captions	Captions Not working/starting	Usage issue, training
00605650	04/15/19	04/15/19	Caption Phone	Phone turns on and off by itself	No Trouble Found
00605713	04/15/19		Captions	Captions Not working/starting	Modified firewall setting
00605717	04/15/19	04/19/19	Caption Phone	Losing internet connection	Usage issue, training
00605726	04/15/19	05/15/19	Captions	Captions Not working/starting	Phone rebooted
00605754	04/15/19	04/16/19	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00605764	04/15/19	04/15/19	Captions	Captions Not working/starting	Router/modem rebooted
00605780	04/15/19	04/15/19	Caption Phone	Answering machine isn't taking messages	Training provided
00605783	04/15/19	04/15/19	Caption Phone	Is stuck on the boot up screen	No Issue with Phone or Service Found
00605807	04/15/19	04/15/19	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00605842	04/15/19	04/15/19	Mobile Phone	Can't make and/or receive calls	Usage issue, training
00605844	04/15/19	05/09/19	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00605871	04/15/19	04/16/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00605872	04/15/19	04/22/19	Captions	Stopping during calls	Unable to Contact
00605877	04/15/19	05/03/19	Caption Phone	Can't make and/or receive calls	No problem found
00605878	04/15/19	04/15/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00605893	04/15/19	04/16/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00606039	04/16/19	04/28/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00606064	04/16/19	04/16/19	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00606074	04/16/19	04/16/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00606089	04/16/19	04/16/19	Caption Phone	Losing internet connection	Router/modem rebooted
00606118	04/16/19	04/28/19	Caption Phone	Can't make and/or receive calls	Unable to contact
00606168	04/16/19	04/25/19	Caption Phone	Screen won't turn off/turn on	Unable to contact
00606204	04/16/19	04/16/19	Caption Phone	Caller ID not working	No problem found
00606208	04/16/19	04/17/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00606214	04/16/19	04/16/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00606215	04/16/19	05/01/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00606228	04/16/19	04/16/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00606229	04/16/19	04/16/19	Captions	Captions Not working/starting	Router/modem rebooted
00606262	04/16/19	04/16/19	Mobile Phone	Can't make and/or receive calls	Customer Refused Additional Support
00606276	04/16/19	05/09/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00606278	04/16/19	04/28/19	Captions	Captions Not working/starting	Router/modem rebooted
00606296	04/16/19	04/16/19	Captions	Captions Not working/starting	Phone rebooted
00606357	04/16/19	04/16/19	Caption Phone	Screen won't turn off/turn on	Training Provided
00606366	04/16/19	04/16/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00606407	04/16/19	04/16/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00606415	04/16/19	04/18/19	Captions	Captions Not working/starting	Phone rebooted
00606416	04/16/19	04/16/19	Mobile Phone	Can't make and/or receive calls	Issue Resolved
00606453	04/16/19	04/16/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00606473	04/16/19	04/16/19	Captions	Captions Not working/starting	Usage issue, training
00606490	04/16/19	04/16/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00606515	04/16/19	04/16/19	Caption Phone	Answering machine won't play messages	Training Provided
00606520	04/16/19	04/29/19	Captions	Captions Not working/starting	Phone rebooted
00606538	04/16/19	04/20/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00606556	04/16/19	04/16/19	Captions	Captions Not working/starting	Phone rebooted
00606576	04/17/19	04/17/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00606590	04/17/19	04/17/19	Caption Phone	Losing internet connection	Router/modem rebooted
00606603	04/17/19		Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00606667	04/17/19		Caption Phone	Screen won't turn off/turn on	Device replaced
00606671	04/17/19	04/17/19	Captions	Captions Not working/starting	Phone setting adjusted
00606689	04/17/19	04/17/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00606750	04/17/19	04/24/19	Caption Phone	Screen unresponsive	Phone rebooted
00606752	04/17/19	04/23/19	Captions	Captions Not working/starting	Router/modem rebooted
00606790	04/17/19	05/09/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00606794	04/17/19	04/17/19	Caption Phone	Answering machine won't play messages	No Issue with Phone or Service Found
00606800	04/17/19	04/23/19	Captions	Captions Not working/starting	Router/modem cable reconnected
00606804	04/17/19	04/17/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00606821	04/17/19		Caption Phone	Losing internet connection	Device moved
00606829	04/17/19	04/17/19	Caption Phone	Can't make and/or receive calls	No problem found
00606830	04/17/19	04/30/19	Captions	Captions Not working/starting	Unable to contact
00606842	04/17/19	04/19/19	Caption Phone	Can't make and/or receive calls	Training Provided
00606847	04/17/19	04/17/19	Caption Phone	Screen unresponsive	Phone rebooted
00606865	04/17/19	05/07/19	Captions	Captions Not working/starting	Unable to contact
00606901	04/17/19	05/24/19	Caption Phone	Phone turns on and off by itself	Memory resource issue resolved
00606915	04/17/19	04/17/19	Captions	Captions Not working/starting	Phone rebooted
00606920	04/17/19	04/17/19	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00606925	04/17/19	04/17/19	Captions	Captions Not working/starting	Router/modem rebooted
00606932	04/17/19	04/17/19	Captions	Captions Not working/starting	Router/modem rebooted
00606947	04/17/19	04/17/19	Captions	Captions Not working/starting	Phone rebooted
00606961	04/17/19	04/17/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00606996	04/17/19	04/17/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00607009	04/17/19	04/17/19	Caption Phone	Losing internet connection	Router/modem rebooted
00607030	04/17/19	04/17/19	Caption Phone	Can't make and/or receive calls	Phone rebooted

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00607081	04/17/19	04/21/19	Captions	Captions Not working/starting	Router/modem rebooted
00607125	04/18/19	04/18/19	Mobile Phone	Can't make and/or receive calls	Phone Being RMA'd
00607165	04/18/19	04/18/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00607197	04/18/19	04/18/19	Caption Phone	Is stuck on the boot up screen	Device replaced
00607202	04/18/19	04/19/19	Caption Phone	Answering machine isn't taking messages	Training provided
00607261	04/18/19	04/28/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00607267	04/18/19	05/20/19	Captions	Captions Not working/starting	Unable to contact
00607287	04/18/19	04/18/19	Captions	Captions Not working/starting	Phone rebooted
00607321	04/18/19	04/18/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00607374	04/18/19	04/18/19	Caption Phone	Screen won't turn off/turn on	Replace cable, handset, accessory
00607388	04/18/19	04/18/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00607508	04/18/19	04/18/19	Caption Phone	Losing internet connection	Phone rebooted
00607520	04/18/19	04/18/19	Captions	Captions Not working/starting	Phone rebooted
00607545	04/18/19	04/20/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00607558	04/18/19	04/18/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00607576	04/18/19	04/18/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00607632	04/18/19	04/18/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00607655	04/18/19	04/18/19	Captions	Captions Not working/starting	Training provided
00607712	04/19/19	04/19/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00607729	04/19/19	04/19/19	Captions	Captions Not working/starting	Router/modem rebooted
00607746	04/19/19	04/24/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00607754	04/19/19	04/19/19	Caption Phone	Losing internet connection	Router/modem rebooted
00607771	04/19/19	04/25/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00607798	04/19/19	04/19/19	Captions	Captions Not working/starting	Phone rebooted
00607804	04/19/19	05/03/19	Captions	Captions Not working/starting	Router/modem rebooted
00607843	04/19/19	04/19/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00607853	04/19/19	04/22/19	Caption Phone	Screen won't turn off/turn on	Device replaced
00607863	04/19/19	04/19/19	Captions	Captions Not working/starting	Wifi lookup
00607873	04/19/19	04/19/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00607886	04/19/19	04/19/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00607908	04/19/19	04/19/19	Captions	Captions Not working/starting	Phone rebooted
00607931	04/19/19	04/19/19	Captions	Captions Not working/starting	Router/modem rebooted
00607944	04/19/19	04/25/19	Caption Phone	Screen unresponsive	Device replaced
00607957	04/19/19	04/19/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00607988	04/19/19	04/24/19	Caption Phone	Screen unresponsive	Phone rebooted
00608030	04/19/19	04/19/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00608041	04/19/19	04/19/19	Captions	Captions Not working/starting	Phone rebooted
00608053	04/19/19	04/19/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00608055	04/19/19	04/19/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00608082	04/19/19	05/13/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00608087	04/19/19	04/19/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00608119	04/19/19	04/19/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00608120	04/19/19	04/19/19	Captions	Captions Not working/starting	Router/modem rebooted
00608132	04/19/19	04/19/19	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00608144	04/19/19	04/19/19	Captions	Captions Not working/starting	Phone rebooted
00608178	04/19/19	04/24/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00608184	04/19/19	04/19/19	Caption Phone	Answering machine won't play messages	Training provided
00608185	04/19/19	04/19/19	Captions	Captions Not working/starting	Phone setting adjusted
00608201	04/19/19	04/19/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00608204	04/19/19	05/03/19	Captions	Captions Not working/starting	Router/modem rebooted
00608206	04/19/19	04/19/19	Mobile Phone	Can't make and/or receive calls	usage issue, training
00608219	04/20/19	04/20/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00608250	04/20/19	04/20/19	Caption Phone	Screen unresponsive	Device replaced
00608286	04/20/19	05/01/19	Caption Phone	Other party cannot hear me	Replace cable, handset, accessory
00608334	04/20/19	04/20/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00608338	04/20/19	05/09/19	Captions	Captions Not working/starting	Usage issue, training
00608341	04/20/19	04/20/19	Captions	Captions Not working/starting	Router/modem rebooted
00608417	04/20/19	04/20/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00608420	04/20/19	04/20/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00608423	04/20/19	04/20/19	Captions	Captions Not working/starting	No Issue Found
00608429	04/20/19	04/20/19	Caption Phone	Can't make and/or receive calls	Training provided
00608431	04/20/19	04/23/19	Caption Phone	Other party cannot hear me	Training Provided
00608446	04/21/19	04/21/19	Caption Phone	Answering machine isn't taking messages	Training provided
00608449	04/21/19	04/24/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00608459	04/21/19	04/23/19	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00608460	04/22/19	04/23/19	Caption Phone	Losing internet connection	Wifi extender installed
00608466	04/22/19	04/22/19	Caption Phone	Losing internet connection	Environmental issue resolved
00608494	04/22/19	04/22/19	Captions	Captions Not working/starting	Phone rebooted
00608498	04/22/19	04/24/19	Captions	Captions not accurate	Phone rebooted
00608500	04/22/19	04/22/19	Captions	Captions Not working/starting	Router/modem rebooted
00608514	04/22/19	04/22/19	Mobile Phone	Can't make and/or receive calls	Usage issue, training
00608542	04/22/19	04/22/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00608581	04/22/19	04/22/19	Captions	Captions Not working/starting	Router/modem rebooted
00608584	04/22/19	04/22/19	Caption Phone	Answering machine isn't taking messages	No Issue with Phone or Service Found
00608591	04/22/19	04/22/19	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00608620	04/22/19	04/22/19	Mobile Phone	Can't make and/or receive calls	No Trouble Found

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00608674	04/22/19	04/22/19	Caption Phone	Screen won't turn off/turn on	Replace cable, handset, accessory
00608743	04/22/19	05/22/19	Caption Phone	Losing internet connection	Modified firewall setting
00608765	04/22/19	04/22/19	Caption Phone	Phone turns on and off by itself	Memory resource issue resolved
00608782	04/22/19	05/13/19	Captions	Captions Not working/starting	Service status communicated
00608783	04/22/19	04/24/19	Captions	Captions Not working/starting	Modified firewall setting
00608810	04/22/19	04/23/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00608846	04/22/19	04/22/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00608891	04/22/19	05/17/19	Captions	Captions Not working/starting	Unable to contact
00608896	04/22/19	04/22/19	Captions	Captions Not working/starting	Replace cable, handset, accessory
00608905	04/22/19	04/22/19	Caption Phone	Answering machine won't play messages	Unable to contact
00608910	04/22/19	04/22/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00608917	04/22/19	04/22/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00608934	04/22/19	04/29/19	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00609001	04/22/19	04/22/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00609078	04/23/19	04/23/19	Captions	Captions Not working/starting	Phone rebooted
00609137	04/23/19	04/23/19	Mobile Phone	Can't make and/or receive calls	Issue Resolved
00609198	04/23/19	05/17/19	Mobile Phone	Can't make and/or receive calls	Unable to Contact
00609199	04/23/19	04/23/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00609200	04/23/19	04/23/19	Captions	Captions Not working/starting	Phone rebooted
00609204	04/23/19	05/01/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00609207	04/23/19	04/23/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00609238	04/23/19	04/23/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00609241	04/23/19	04/23/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00609242	04/23/19	04/23/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00609244	04/23/19	04/23/19	Caption Phone	Can't make and/or receive calls	Training Provided
00609305	04/23/19	04/24/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00609317	04/23/19	05/13/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00609325	04/23/19	04/23/19	Captions	Captions Not working/starting	Router/modem rebooted
00609346	04/23/19	04/23/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00609350	04/23/19	04/23/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00609351	04/23/19	04/23/19	Captions	Captions Not working/starting	Training Provided
00609392	04/23/19	04/23/19	Captions	Captions Not working/starting	Phone rebooted
00609418	04/23/19	04/30/19	Caption Phone	Losing internet connection	Phone rebooted
00609429	04/23/19	05/01/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00609435	04/23/19		Caption Phone	Losing internet connection	Return Kit/PPML sent
00609450	04/23/19	04/23/19	Caption Phone	Answering machine won't play messages	Training Provided
00609494	04/23/19	04/24/19	Captions	Captions Not working/starting	Router/modem rebooted
00609524	04/23/19	04/28/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00609526	04/23/19	04/23/19	Captions	Captions Not working/starting	Usage issue, training
00609601	04/23/19	05/02/19	Caption Phone	Losing internet connection	Usage issue, training
00609617	04/23/19	04/23/19	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00609631	04/23/19	04/23/19	Captions	Captions Not working/starting	Wifi lookup
00609634	04/23/19	04/25/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00609644	04/23/19	04/23/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00609677	04/23/19	05/13/19	Caption Phone	Can't make and/or receive calls	Training provided
00609718	04/24/19	04/24/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00609745	04/24/19	04/24/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00609746	04/24/19	04/24/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00609747	04/24/19	04/24/19	Captions	Captions Not working/starting	Router/modem cable reconnected
00609802	04/24/19	05/02/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00609810	04/24/19	04/24/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00609817	04/24/19	04/26/19	Caption Phone	Losing internet connection	Wifi extender installed
00609828	04/24/19	04/24/19	Caption Phone	Losing internet connection	Phone setting adjusted
00609835	04/24/19	04/24/19	Captions	Captions Not working/starting	Router/modem rebooted
00609847	04/24/19	04/24/19	Captions	Captions Not working/starting	Usage issue, training
00609857	04/24/19	04/24/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00609902	04/24/19	05/04/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00609942	04/24/19	04/24/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00609945	04/24/19	04/24/19	Captions	Captions Not working/starting	No Issue Found
00609954	04/24/19	04/24/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00609960	04/24/19	05/04/19	Caption Phone	Losing internet connection	Router/modem cable reconnected
00609970	04/24/19	04/24/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00609971	04/24/19	04/24/19	Caption Phone	Answering machine isn't taking messages	Training provided
00610010	04/24/19	04/24/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00610034	04/24/19	04/24/19	Caption Phone	Other party cannot hear me	Training provided
00610039	04/24/19	04/24/19	Captions	Captions Not working/starting	Training provided
00610056	04/24/19	04/24/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00610107	04/24/19	04/25/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00610113	04/24/19	04/24/19	Captions	Captions Not working/starting	Phone rebooted
00610122	04/24/19	04/24/19	Captions	Captions Not working/starting	Modified firewall setting
00610125	04/24/19	04/24/19	Mobile Phone	Can't make and/or receive calls	Issue Resolved
00610127	04/24/19	04/24/19	Captions	Captions Not working/starting	Router/modem rebooted
00610175	04/24/19		Caption Phone	Answering machine isn't taking messages	Device replaced
00610176	04/24/19	04/24/19	Captions	Captions not accurate	Training provided
00610184	04/24/19	04/28/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00610185	04/24/19		Caption Phone	Can't make and/or receive calls	Device replaced

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00610190	04/24/19	04/24/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00610205	04/24/19	04/24/19	Mobile Phone	Can't make and/or receive calls	Account Deactivated
00610214	04/24/19	05/24/19	Caption Phone	Can't make and/or receive calls	Customer Refused Additional Support
00610229	04/24/19	04/24/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00610241	04/24/19	04/24/19	Caption Phone	Answering machine won't play messages	Training provided
00610250	04/24/19	04/24/19	Caption Phone	Can't make and/or receive calls	Caption complaint reported
00610254	04/24/19	04/24/19	Captions	Captions Not working/starting	Phone rebooted
00610260	04/24/19	04/24/19	Captions	Captions Not working/starting	Training provided
00610272	04/24/19	04/24/19	Captions	Captions Not working/starting	Phone rebooted
00610281	04/24/19	04/26/19	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00610316	04/25/19	04/25/19	Captions	Captions Not working/starting	Router/modem rebooted
00610322	04/25/19	04/25/19	Captions	Captions Not working/starting	Training provided
00610328	04/25/19	04/25/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00610331	04/25/19	04/25/19	Captions	Captions Not working/starting	Phone rebooted
00610333	04/25/19	05/07/19	Caption Phone	Screen won't turn off/turn on	Device replaced
00610370	04/25/19	04/25/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00610472	04/25/19	04/25/19	Captions	Captions Not working/starting	No Issue Found
00610478	04/25/19	04/30/19	Captions	Captions Not working/starting	Router/modem rebooted
00610558	04/25/19	05/08/19	Captions	Captions Not working/starting	Unable to contact
00610585	04/25/19	04/28/19	Captions	Captions Not working/starting	Phone rebooted
00610589	04/25/19	04/25/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00610630	04/25/19	04/25/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00610650	04/25/19	04/25/19	Caption Phone	Screen unresponsive	Device replaced
00610681	04/25/19	04/26/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00610709	04/25/19	04/25/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00610714	04/25/19	05/07/19	Caption Phone	Screen won't turn off/turn on	Replace cable, handset, accessory
00610722	04/25/19	04/25/19	Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00610734	04/25/19	04/25/19	Caption Phone	Can't make and/or receive calls	Account Deactivated
00610769	04/25/19	04/26/19	Captions	Captions not accurate	Caption Issue escalated
00610773	04/25/19	04/25/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00610775	04/25/19	04/25/19	Caption Phone	Answering machine won't play messages	Training Provided
00610805	04/25/19	04/25/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00610808	04/25/19	04/25/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00610820	04/25/19	05/30/19	Caption Phone	Is stuck on the boot up screen	Device replaced
00610823	04/25/19	04/25/19	Captions	Captions Not working/starting	No Issue Found
00610833	04/25/19	04/25/19	Caption Phone	Answering machine won't play messages	No Issue Found
00610844	04/26/19	04/26/19	Caption Phone	Screen unresponsive	Training provided
00610847	04/26/19	04/26/19	Captions	Captions Not working/starting	Phone rebooted
00610859	04/26/19	05/02/19	Captions	Captions Not working/starting	No problem found
00610876	04/26/19	04/29/19	Caption Phone	Can't make and/or receive calls	Training Provided
00610881	04/26/19	04/26/19	Captions	Captions Not working/starting	Phone rebooted
00610916	04/26/19	04/26/19	Caption Phone	Can't make and/or receive calls	Training Provided
00610941	04/26/19	04/26/19	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00610942	04/26/19	05/06/19	Captions	Captions Not working/starting	Phone rebooted
00610948	04/26/19	04/30/19	Caption Phone	Losing internet connection	Environmental issue resolved
00610952	04/26/19	04/26/19	Captions	Captions Not working/starting	Phone rebooted
00610953	04/26/19	04/26/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00610968	04/26/19	04/26/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00610972	04/26/19	04/26/19	Captions	Captions Not working/starting	Router/modem rebooted
00610991	04/26/19	04/26/19	Captions	Captions Not working/starting	Phone rebooted
00611041	04/26/19	04/26/19	Captions	Captions Not working/starting	Usage issue, training
00611042	04/26/19	04/26/19	Captions	Captions Not working/starting	Training provided
00611046	04/26/19	04/26/19	Captions	Captions Not working/starting	No Trouble Found
00611052	04/26/19	04/26/19	Caption Phone	Can't make and/or receive calls	No Trouble Found
00611079	04/26/19	04/29/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00611088	04/26/19	04/26/19	Captions	Captions Not working/starting	Phone rebooted
00611091	04/26/19	05/03/19	Caption Phone	Can't make and/or receive calls	No problem found
00611104	04/26/19	04/26/19	Captions	Captions Not working/starting	Software updates
00611112	04/26/19	04/26/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00611113	04/26/19	04/26/19	Captions	Captions Not working/starting	Ethernet cable reconnected
00611126	04/26/19	04/26/19	Captions	Captions Not working/starting	Router/modem rebooted
00611135	04/26/19	04/26/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00611138	04/26/19	04/26/19	Captions	Captions Not working/starting	Phone rebooted
00611141	04/26/19	04/26/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00611146	04/26/19	04/26/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00611159	04/26/19	04/29/19	Captions	Captions Not working/starting	Phone rebooted
00611177	04/26/19	04/26/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00611191	04/26/19	04/26/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00611223	04/26/19	04/26/19	Mobile Phone	Other party cannot hear me	Issue Resolved
00611232	04/26/19	04/26/19	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00611247	04/26/19	04/26/19	Caption Phone	Answering machine won't play messages	No Issue Found
00611286	04/27/19	04/27/19	Captions	Captions Not working/starting	Router/modem rebooted
00611288	04/27/19	05/08/19	Captions	Captions Not working/starting	Phone rebooted
00611291	04/27/19	05/07/19	Caption Phone	Answering machine isn't taking messages	Unable to contact
00611299	04/27/19	04/29/19	Caption Phone	Screen won't turn off/turn on	Replace cable, handset, accessory
00611300	04/27/19	04/27/19	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)

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00611309	04/27/19	05/17/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00611313	04/27/19	04/27/19	Caption Phone	Screen unresponsive	Phone rebooted
00611326	04/27/19	04/27/19	Captions	Captions Not working/starting	Router/modem rebooted
00611331	04/27/19	04/27/19	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00611333	04/27/19	04/27/19	Captions	Captions Not working/starting	Phone rebooted
00611338	04/27/19	04/27/19	Captions	Captions Not working/starting	Phone rebooted
00611348	04/27/19	04/30/19	Captions	Captions Not working/starting	Phone rebooted
00611359	04/27/19	05/30/19	Captions	Captions Not working/starting	Unable to contact
00611362	04/27/19	04/27/19	Captions	Captions Not working/starting	Router/modem rebooted
00611376	04/27/19	05/07/19	Captions	Captions Not working/starting	No problem found
00611379	04/27/19		Caption Phone	Screen unresponsive	Phone Being RMA'd
00611383	04/27/19	05/20/19	Caption Phone	Answering machine won't play messages	Unable to contact
00611394	04/28/19	04/28/19	Mobile Phone	Can't make and/or receive calls	Phone setting adjusted
00611397	04/28/19	04/28/19	Captions	Captions Not working/starting	Phone rebooted
00611399	04/28/19	04/28/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00611417	04/28/19	05/05/19	Captions	Captions Not working/starting	Phone rebooted
00611429	04/28/19	05/15/19	Captions	Captions Not working/starting	Unable to contact
00611448	04/28/19	05/07/19	Captions	Captions Not working/starting	Unable to contact
00611476	04/29/19	04/29/19	Caption Phone	Answering machine isn't taking messages	Training provided
00611486	04/29/19	05/01/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00611509	04/29/19	04/29/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00611523	04/29/19	04/29/19	Captions	Captions Not working/starting	Router/modem rebooted
00611535	04/29/19		Captions	Captions not accurate	Customer Refused Additional Support
00611536	04/29/19	04/29/19	Captions	Captions Not working/starting	Phone rebooted
00611556	04/29/19	04/29/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00611564	04/29/19	05/13/19	Captions	Captions Not working/starting	Account Updated
00611574	04/29/19	04/29/19	Captions	Captions Not working/starting	Usage issue, training
00611605	04/29/19	04/29/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00611633	04/29/19	04/29/19	Captions	Captions Not working/starting	Router/modem cable reconnected
00611671	04/29/19	04/29/19	Captions	Captions Not working/starting	Phone setting adjusted
00611673	04/29/19	04/29/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00611676	04/29/19	04/29/19	Caption Phone	Screen won't turn off/turn on	Phone line reconnected, resolved
00611696	04/29/19	04/29/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00611732	04/29/19	04/29/19	Captions	Captions Not working/starting	No Trouble Found
00611736	04/29/19	04/29/19	Captions	Captions Not working/starting	Router/modem rebooted
00611816	04/29/19		Caption Phone	Answering machine won't play messages	Phone Being RMA'd
00611818	04/29/19	04/29/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00611836	04/29/19	04/29/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00611851	04/29/19	04/29/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00611853	04/29/19	04/29/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00611875	04/29/19	04/29/19	Mobile Phone	Can't make and/or receive calls	Phone rebooted
00611881	04/29/19	04/29/19	Mobile Phone	Can't make and/or receive calls	Unable to contact
00611898	04/29/19	04/29/19	Captions	Captions Not working/starting	Phone rebooted
00611903	04/29/19	04/29/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00611933	04/29/19	05/01/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00611955	04/29/19	04/29/19	Caption Phone	Can't make and/or receive calls	Training Provided
00611969	04/29/19	05/14/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00611977	04/29/19		Caption Phone	Is stuck on the boot up screen	Device replaced
00612024	04/29/19	05/01/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00612027	04/29/19	04/29/19	Captions	Captions Not working/starting	Router/modem rebooted
00612029	04/29/19	04/29/19	Captions	Captions Not working/starting	Phone rebooted
00612030	04/29/19	04/29/19	Caption Phone	Answering machine won't play messages	Training Provided
00612040	04/29/19	04/29/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00612042	04/29/19	04/29/19	Captions	Captions Not working/starting	No Issue Found
00612074	04/29/19	04/29/19	Captions	Captions Not working/starting	No Issue Found
00612075	04/29/19		Caption Phone	Screen won't turn off/turn on	Customer Refused Additional Support
00612097	04/30/19	05/08/19	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00612098	04/30/19	05/07/19	Caption Phone	Screen unresponsive	Phone rebooted
00612124	04/30/19	04/30/19	Captions	Captions Not working/starting	Issue Resolved
00612129	04/30/19	04/30/19	Captions	Captions Not working/starting	Training Provided
00612147	04/30/19	04/30/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00612177	04/30/19	05/01/19	Captions	Captions Not working/starting	Phone rebooted
00612181	04/30/19	04/30/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00612182	04/30/19	05/15/19	Captions	Captions Not working/starting	Phone setting adjusted
00612254	04/30/19	05/13/19	Captions	Captions Not working/starting	Usage issue, training
00612257	04/30/19	04/30/19	Mobile Phone	Can't make and/or receive calls	Issue Resolved
00612258	04/30/19	04/30/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00612261	04/30/19	04/30/19	Captions	Captions Not working/starting	Phone rebooted
00612267	04/30/19		Captions	Captions Not working/starting	No Issue with Phone or Service Found
00612289	04/30/19	04/30/19	Captions	Captions Not working/starting	Router/modem rebooted
00612374	04/30/19	04/30/19	Caption Phone	Losing internet connection	Usage issue, training
00612380	04/30/19	04/30/19	Caption Phone	Answering machine won't play messages	Usage issue, training
00612391	04/30/19	04/30/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00612439	04/30/19	06/11/19	Captions	Captions Not working/starting	Outage resolved
00612456	04/30/19	05/01/19	Captions	Captions Not working/starting	Phone rebooted
00612474	04/30/19	04/30/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted

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00612510	04/30/19	04/30/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00612530	04/30/19	05/01/19	Caption Phone	Losing internet connection	Usage issue, training
00612537	04/30/19	04/30/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00612541	04/30/19	05/02/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00612582	04/30/19	04/30/19	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00612584	04/30/19	04/30/19	Mobile Phone	Can't make and/or receive calls	Training Provided
00612715	04/30/19	04/30/19	Captions	Captions Not working/starting	Phone rebooted
00612804	04/30/19	05/08/19	Captions	Captions Not working/starting	Phone rebooted
00612826	04/30/19	06/17/19	Captions	Captions Not working/starting	Unable to contact
00612875	05/01/19	05/01/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00612885	05/01/19	05/01/19	Caption Phone	Can't make and/or receive calls	Training provided
00612909	05/01/19	05/01/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00612926	05/01/19	05/01/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00612930	05/01/19	05/01/19	Captions	Captions Not working/starting	Router/modem rebooted
00612938	05/01/19	05/01/19	Mobile Phone	Can't make and/or receive calls	Phone setting adjusted
00612943	05/01/19	05/01/19	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00612948	05/01/19	05/01/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00612953	05/01/19	05/01/19	Caption Phone	Losing internet connection	Router/modem rebooted
00612969	05/01/19	05/01/19	Captions	Captions Not working/starting	Wifi lookup
00613009	05/01/19	05/01/19	Captions	Captions Not working/starting	Phone rebooted
00613036	05/01/19	05/01/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00613038	05/01/19	05/01/19	Caption Phone	Can't make and/or receive calls	Training provided
00613043	05/01/19	05/02/19	Caption Phone	Can't make and/or receive calls	No problem found
00613081	05/01/19	05/01/19	Captions	Captions Not working/starting	Phone rebooted
00613090	05/01/19	05/06/19	Captions	Captions Not working/starting	No Issue Found
00613122	05/01/19	05/16/19	Captions	Captions Not working/starting	Ethernet cable reconnected
00613124	05/01/19	05/01/19	Captions	Captions Not working/starting	No Issue Found
00613167	05/01/19	05/01/19	Captions	Captions Not working/starting	Phone rebooted
00613172	05/01/19	05/01/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00613178	05/01/19	05/01/19	Captions	Captions Not working/starting	Phone rebooted
00613180	05/01/19	05/01/19	Caption Phone	Losing internet connection	Phone rebooted
00613202	05/01/19	05/15/19	Caption Phone	Answering machine isn't taking messages	Training provided
00613233	05/01/19	05/01/19	Captions	Captions Not working/starting	Phone rebooted
00613240	05/01/19	05/01/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00613242	05/01/19	05/01/19	Captions	Captions Not working/starting	Phone rebooted
00613259	05/01/19	05/01/19	Caption Phone	Can't make and/or receive calls	Training Provided
00613307	05/01/19	05/01/19	Caption Phone	Answering machine won't play messages	Training Provided
00613311	05/01/19	05/09/19	Captions	Captions Not working/starting	No problem found
00613331	05/01/19	05/01/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00613348	05/01/19	05/03/19	Captions	Captions Not working/starting	Wifi extender installed
00613360	05/01/19	05/01/19	Captions	Captions Not working/starting	Phone rebooted
00613381	05/01/19	05/01/19	Caption Phone	Screen unresponsive	Phone rebooted
00613386	05/01/19	05/16/19	Captions	Captions Not working/starting	No problem found
00613395	05/01/19	05/07/19	Caption Phone	Screen won't turn off/turn on	Training provided
00613403	05/01/19	05/16/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00613409	05/01/19	05/01/19	Caption Phone	Losing internet connection	Router/modem rebooted
00613440	05/02/19	05/06/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00613449	05/02/19	05/02/19	Caption Phone	Answering machine isn't taking messages	Memory resource issue resolved
00613463	05/02/19	05/03/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00613479	05/02/19	05/28/19	Captions	Captions Not working/starting	Phone rebooted
00613505	05/02/19	05/02/19	Captions	Captions Not working/starting	Phone rebooted
00613507	05/02/19	05/02/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00613582	05/02/19	05/09/19	Captions	Captions Not working/starting	Phone rebooted
00613640	05/02/19	05/02/19	Caption Phone	Answering machine won't play messages	Training provided
00613641	05/02/19	05/03/19	Captions	Captions Not working/starting	Router/modem cable reconnected
00613655	05/02/19	05/02/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00613666	05/02/19	05/02/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00613679	05/02/19	05/02/19	Mobile Phone	Can't make and/or receive calls	Reloaded the app and resolved the issue
00613694	05/02/19	05/03/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00613720	05/02/19	05/02/19	Caption Phone	Screen won't turn off/turn on	Training Provided
00613739	05/02/19	05/02/19	Mobile Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00613762	05/02/19	05/02/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00613768	05/02/19	05/02/19	Captions	Captions Not working/starting	Phone rebooted
00613785	05/02/19	05/02/19	Caption Phone	Answering machine won't play messages	Training Provided
00613811	05/02/19	05/02/19	Caption Phone	Losing internet connection	Phone Being RMA'd
00613825	05/02/19	05/02/19	Captions	Captions Not working/starting	Router/modem rebooted
00613841	05/02/19	05/02/19	Caption Phone	Screen won't turn off/turn on	Training Provided
00613860	05/02/19	05/02/19	Caption Phone	Losing internet connection	Router/modem cable reconnected
00613884	05/02/19	05/02/19	Mobile Phone	Can't make and/or receive calls	Issue Resolved
00613933	05/02/19	05/02/19	Captions	Captions Not working/starting	Router/modem rebooted
00613958	05/02/19	05/31/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00614046	05/03/19	05/03/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00614052	05/03/19	05/03/19	Captions	Captions Not working/starting	Phone rebooted
00614063	05/03/19	05/03/19	Mobile Phone	Can't make and/or receive calls	Issue Resolved
00614078	05/03/19	05/03/19	Captions	Captions not accurate	Software updates
00614109	05/03/19	05/05/19	Captions	Captions Not working/starting	Phone rebooted

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00614111	05/03/19	05/03/19	Caption Phone	Other party cannot hear me	Training provided
00614136	05/03/19	05/03/19	Caption Phone	Answering machine won't play messages	Training Provided
00614138	05/03/19	05/03/19	Caption Phone	Can't make and/or receive calls	Training provided
00614173	05/03/19	05/03/19	Captions	Captions Not working/starting	DSL filters issues, resolved
00614202	05/03/19	05/07/19	Captions	Captions Not working/starting	Usage issue, training
00614214	05/03/19		Captions	Captions Not working/starting	Device replaced
00614216	05/03/19	05/03/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00614221	05/03/19	05/03/19	Captions	Captions Not working/starting	Usage issue, training
00614228	05/03/19	05/03/19	Captions	Captions Not working/starting	Phone setting adjusted
00614290	05/03/19	05/03/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00614294	05/03/19	05/07/19	Captions	Captions Not working/starting	Phone rebooted
00614296	05/03/19	05/16/19	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00614301	05/03/19	05/03/19	Caption Phone	Losing internet connection	Usage issue, training
00614305	05/03/19	05/03/19	Captions	Captions Not working/starting	Phone rebooted
00614309	05/03/19	06/12/19	Captions	Captions Not working/starting	No Issue Found
00614313	05/03/19	05/31/19	Captions	Captions Not working/starting	Phone rebooted
00614326	05/03/19	05/07/19	Mobile Phone	Can't make and/or receive calls	Unable to Contact
00614387	05/03/19	05/28/19	Captions	Captions Not working/starting	Phone rebooted
00614390	05/03/19	05/03/19	Caption Phone	Caller ID not working	Phone rebooted
00614407	05/03/19	05/03/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00614487	05/03/19	05/04/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00614524	05/03/19	05/03/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00614526	05/03/19	05/03/19	Caption Phone	Phone turns on and off by itself	Issue on user's end, non-reproducible
00614567	05/03/19	06/03/19	Caption Phone	Answering machine isn't taking messages	No Issue Found
00614576	05/03/19	05/14/19	Caption Phone	Answering machine isn't taking messages	Customer Refused Additional Support
00614578	05/03/19	05/03/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00614592	05/03/19	05/03/19	Captions	Captions Not working/starting	Router/modem rebooted
00614641	05/04/19	05/13/19	Mobile Phone	Can't make and/or receive calls	Customer Refused Additional Support
00614659	05/04/19	05/04/19	Captions	Captions Not working/starting	Training Provided
00614663	05/04/19	05/04/19	Captions	Captions Not working/starting	Router/modem rebooted
00614666	05/04/19	05/04/19	Caption Phone	Losing internet connection	Router/modem rebooted
00614685	05/04/19	05/04/19	Captions	Captions Not working/starting	Router/modem rebooted
00614724	05/04/19	05/04/19	Caption Phone	Screen unresponsive	Phone setting adjusted
00614745	05/04/19	05/04/19	Captions	Captions Not working/starting	Phone rebooted
00614758	05/04/19	05/04/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00614779	05/04/19	05/08/19	Caption Phone	Caller ID not working	Caption Issue escalated
00614782	05/04/19	05/04/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00614797	05/04/19	05/09/19	Captions	Captions Not working/starting	Phone rebooted
00614870	05/05/19	05/05/19	Captions	Captions Not working/starting	Router/modem rebooted
00614887	05/05/19	05/06/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00614900	05/05/19	05/05/19	Captions	Captions Not working/starting	Router/modem rebooted
00614929	05/06/19	05/06/19	Captions	Captions Not working/starting	Phone rebooted
00614939	05/06/19	05/06/19	Captions	Captions not accurate	Training provided
00614955	05/06/19	05/06/19	Captions	Captions Not working/starting	Usage issue, training
00614998	05/06/19	05/14/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00615029	05/06/19	05/06/19	Captions	Captions Not working/starting	Router/modem rebooted
00615042	05/06/19	05/09/19	Caption Phone	Losing internet connection	Router/modem rebooted
00615057	05/06/19	05/06/19	Captions	Captions Not working/starting	Wifi lookup
00615080	05/06/19	05/06/19	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00615105	05/06/19	05/06/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00615119	05/06/19	05/06/19	Caption Phone	Losing internet connection	Router/modem cable reconnected
00615161	05/06/19	05/06/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00615193	05/06/19	05/06/19	Caption Phone	Other party cannot hear me	Phone setting adjusted
00615201	05/06/19		Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00615207	05/06/19	05/06/19	Captions	Captions Not working/starting	Phone rebooted
00615219	05/06/19	06/04/19	Captions	Captions Not working/starting	Unable to contact
00615252	05/06/19	05/06/19	Caption Phone	Screen unresponsive	Phone rebooted
00615316	05/06/19	05/06/19	Caption Phone	Losing internet connection	Router/modem rebooted
00615351	05/06/19	05/31/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00615382	05/06/19	05/10/19	Caption Phone	Answering machine won't play messages	Software updates
00615409	05/06/19	05/07/19	Captions	Captions Not working/starting	Router/modem rebooted
00615411	05/06/19	06/04/19	Caption Phone	Can't make and/or receive calls	Unable to contact
00615429	05/06/19	05/06/19	Caption Phone	Answering machine isn't taking messages	Customer Refused Additional Support
00615474	05/06/19	05/06/19	Caption Phone	Screen unresponsive	Issue on user's end, non-reproducible
00615516	05/06/19	05/06/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00615555	05/06/19	05/13/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00615560	05/06/19	05/06/19	Mobile Phone	Can't make and/or receive calls	Issue Resolved
00615577	05/06/19	05/30/19	Caption Phone	Answering machine isn't taking messages	Unable to contact
00615582	05/06/19	05/06/19	Caption Phone	Can't make and/or receive calls	Training Provided
00615601	05/06/19	05/07/19	Captions	Captions Not working/starting	Training provided
00615625	05/06/19	05/15/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00615643	05/06/19	05/09/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00615754	05/07/19	05/27/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00615775	05/07/19	05/07/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00615795	05/07/19	05/07/19	Caption Phone	Can't make and/or receive calls	No Trouble Found
00615805	05/07/19	05/07/19	Captions	Captions Not working/starting	Router/modem cable reconnected

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00615839	05/07/19	05/16/19	Caption Phone	Answering machine isn't taking messages	No problem found
00615861	05/07/19	05/07/19	Caption Phone	Phone turns on and off by itself	Memory resource issue resolved
00615933	05/07/19	05/07/19	Captions	Captions Not working/starting	Phone rebooted
00615966	05/07/19	05/07/19	Captions	Captions Not working/starting	No Issue Found
00616045	05/07/19	05/11/19	Caption Phone	Losing internet connection	Ethernet cable reconnected
00616052	05/07/19	05/16/19	Captions	Captions Not working/starting	Phone rebooted
00616068	05/07/19	05/07/19	Captions	Captions Not working/starting	Router/modem rebooted
00616084	05/07/19	05/22/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00616087	05/07/19	05/07/19	Caption Phone	Answering machine isn't taking messages	Training provided
00616119	05/07/19	05/22/19	Caption Phone	Answering machine isn't taking messages	usage issue, training
00616121	05/07/19	05/16/19	Caption Phone	Losing internet connection	Unable to contact
00616140	05/07/19	05/07/19	Caption Phone	Screen unresponsive	Device moved
00616172	05/07/19	05/07/19	Caption Phone	Screen won't turn off/turn on	Return Kit/PPML sent
00616177	05/07/19	05/21/19	Captions	Captions Not working/starting	Phone rebooted
00616238	05/07/19	05/07/19	Captions	Captions Not working/starting	No Trouble Found
00616247	05/07/19	05/07/19	Captions	Captions Not working/starting	Usage issue, training
00616254	05/07/19	05/09/19	Captions	Captions Not working/starting	Phone rebooted
00616255	05/07/19		Caption Phone	Screen unresponsive	No Trouble Found
00616266	05/07/19	05/07/19	Captions	Captions Not working/starting	Phone rebooted
00616275	05/07/19	05/07/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00616287	05/07/19	05/07/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00616319	05/07/19	05/07/19	Caption Phone	Screen won't turn off/turn on	Training Provided
00616328	05/07/19	05/07/19	Captions	Captions Not working/starting	Modified firewall setting
00616339	05/07/19	05/07/19	Caption Phone	Screen won't turn off/turn on	Phone line reconnected, resolved
00616346	05/07/19	05/07/19	Caption Phone	Can't make and/or receive calls	Training Provided
00616348	05/07/19	05/28/19	Caption Phone	Screen unresponsive	Customer Refused Additional Support
00616363	05/08/19	05/08/19	Mobile Phone	Can't make and/or receive calls	Issue Resolved
00616374	05/08/19	05/08/19	Caption Phone	Screen won't turn off/turn on	Device moved
00616382	05/08/19	05/16/19	Caption Phone	Can't make and/or receive calls	Unable to contact
00616392	05/08/19		Caption Phone	Screen won't turn off/turn on	Device replaced
00616396	05/08/19	05/08/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00616428	05/08/19	05/08/19	Captions	Captions Not working/starting	Router/modem rebooted
00616497	05/08/19		Caption Phone	Can't make and/or receive calls	Device replaced
00616516	05/08/19	05/08/19	Captions	Captions Not working/starting	Phone rebooted
00616540	05/08/19	05/14/19	Caption Phone	Answering machine isn't taking messages	Unable to contact
00616575	05/08/19	05/08/19	Captions	Captions Not working/starting	Phone rebooted
00616609	05/08/19	05/08/19	Captions	Captions not accurate	No Trouble Found
00616610	05/08/19	05/28/19	Captions	Captions Not working/starting	Training Provided
00616637	05/08/19	05/08/19	Captions	Captions Not working/starting	Phone rebooted
00616641	05/08/19	05/08/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00616679	05/08/19		Caption Phone	Answering machine isn't taking messages	No Trouble Found
00616694	05/08/19	05/08/19	Caption Phone	Screen unresponsive	Device replaced
00616737	05/08/19		Caption Phone	Answering machine isn't taking messages	Phone Being RMA'd
00616794	05/08/19	05/16/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00616808	05/08/19	05/08/19	Captions	Captions Not working/starting	Usage issue, training
00616813	05/08/19	05/08/19	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00616819	05/08/19	05/08/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00616826	05/08/19	05/08/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00616852	05/08/19	05/10/19	Captions	Captions Not working/starting	Router/modem rebooted
00616857	05/08/19	05/08/19	Captions	Captions Not working/starting	Training Provided
00616869	05/08/19		Caption Phone	Screen won't turn off/turn on	Phone Being RMA'd
00616879	05/08/19	05/08/19	Caption Phone	Can't make and/or receive calls	Training Provided
00616964	05/08/19	06/11/19	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00616989	05/09/19	05/09/19	Caption Phone	Losing internet connection	Phone rebooted
00617008	05/09/19	05/09/19	Caption Phone	Losing internet connection	Router/modem rebooted
00617065	05/09/19	06/11/19	Caption Phone	Answering machine isn't taking messages	Unable to contact
00617112	05/09/19	05/09/19	Captions	Captions Not working/starting	Router/modem rebooted
00617167	05/09/19	05/22/19	Captions	Captions Not working/starting	Phone rebooted
00617175	05/09/19		Caption Phone	Screen won't turn off/turn on	Device replaced
00617217	05/09/19	05/09/19	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00617225	05/09/19		Caption Phone	Can't make and/or receive calls	Device replaced
00617269	05/09/19	05/16/19	Caption Phone	Is stuck on the boot up screen	No problem found
00617288	05/09/19	05/09/19	Captions	Stopping during calls	Caption Issue escalated
00617362	05/09/19	05/09/19	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00617389	05/09/19	06/11/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00617397	05/09/19	05/09/19	Caption Phone	Losing internet connection	Ethernet cable reconnected
00617404	05/09/19	05/13/19	Captions	Captions Not working/starting	Router/modem rebooted
00617418	05/09/19	05/09/19	Caption Phone	Answering machine won't play messages	Usage issue, training
00617441	05/09/19	06/14/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00617449	05/09/19	05/09/19	Caption Phone	Losing internet connection	Environmental issue resolved
00617456	05/09/19	05/09/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00617486	05/09/19	05/28/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00617489	05/09/19	05/09/19	Caption Phone	Can't make and/or receive calls	Training Provided
00617503	05/10/19	05/10/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00617505	05/10/19	05/10/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00617518	05/10/19	05/10/19	Caption Phone	Can't make and/or receive calls	Training provided

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00617526	05/10/19	05/10/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00617527	05/10/19	05/13/19	Captions	Captions Not working/starting	Phone rebooted
00617542	05/10/19	05/13/19	Captions	Captions Not working/starting	Router/modem rebooted
00617545	05/10/19	05/10/19	Captions	Captions Not working/starting	Return Kit/PPML sent
00617547	05/10/19	05/10/19	Captions	Captions Not working/starting	Router/modem rebooted
00617556	05/10/19	05/10/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00617558	05/10/19	05/10/19	Captions	Captions Not working/starting	Phone Being RMA'd
00617579	05/10/19	05/13/19	Caption Phone	Can't make and/or receive calls	usage issue, training
00617647	05/10/19	06/02/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00617649	05/10/19	05/10/19	Captions	Captions Not working/starting	Router/modem cable reconnected
00617668	05/10/19	05/23/19	Caption Phone	Can't make and/or receive calls	unable to contact
00617674	05/10/19	05/10/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00617689	05/10/19	05/10/19	Captions	Captions Not working/starting	Phone rebooted
00617709	05/10/19	05/10/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00617726	05/10/19	05/10/19	Caption Phone	Losing internet connection	Phone rebooted
00617731	05/10/19	05/23/19	Caption Phone	Answering machine isn't taking messages	Unable to Contact
00617788	05/10/19	05/10/19	Captions	Captions Not working/starting	Phone rebooted
00617808	05/10/19	05/10/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00617809	05/10/19	05/10/19	Captions	Captions Not working/starting	Account Updated
00617827	05/10/19	05/10/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00617833	05/10/19	05/13/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00617835	05/10/19	05/10/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00617846	05/10/19	06/04/19	Mobile Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00617847	05/10/19	05/13/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00617853	05/10/19	05/10/19	Caption Phone	Losing internet connection	Phone rebooted
00617876	05/10/19	05/10/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00617914	05/10/19	05/10/19	Captions	Captions Not working/starting	Phone rebooted
00617923	05/10/19	05/10/19	Captions	Stopping during calls	Phone rebooted
00617930	05/10/19	06/17/19	Caption Phone	Can't make and/or receive calls	Unable to contact
00617941	05/10/19	05/15/19	Captions	Captions Not working/starting	Router/modem rebooted
00617965	05/10/19	05/16/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00617971	05/10/19	05/10/19	Caption Phone	Caller ID not working	Training provided
00617978	05/11/19	05/28/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00617982	05/11/19	05/13/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00617993	05/11/19	05/11/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00618010	05/11/19	05/11/19	Captions	Captions Not working/starting	Phone rebooted
00618053	05/11/19	05/11/19	Caption Phone	Answering machine isn't taking messages	Training provided
00618070	05/11/19	05/16/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00618081	05/11/19	05/11/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00618139	05/11/19	05/15/19	Caption Phone	Other party cannot hear me	Phone rebooted
00618172	05/11/19	05/11/19	Caption Phone	Can't make and/or receive calls	Training provided
00618173	05/11/19	05/25/19	Caption Phone	Losing internet connection	Environmental issue resolved
00618177	05/11/19	05/11/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00618192	05/11/19	05/21/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00618245	05/12/19	05/12/19	Captions	Captions Not working/starting	Router/modem cable reconnected
00618247	05/12/19	05/12/19	Caption Phone	Losing internet connection	Router/modem cable reconnected
00618328	05/12/19	05/12/19	Captions	Captions Not working/starting	Router/modem rebooted
00618334	05/12/19	05/12/19	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00618434	05/13/19	05/13/19	Caption Phone	Is stuck on the boot up screen	Software updates
00618440	05/13/19	06/04/19	Captions	Captions Not working/starting	Phone rebooted
00618442	05/13/19	05/13/19	Captions	Captions Not working/starting	Phone rebooted
00618485	05/13/19	05/13/19	Caption Phone	Can't make and/or receive calls	Training Provided
00618503	05/13/19	05/13/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00618549	05/13/19	06/01/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00618550	05/13/19	05/13/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00618561	05/13/19	05/14/19	Caption Phone	Losing internet connection	No Trouble Found
00618594	05/13/19	05/13/19	Caption Phone	Losing internet connection	Phone rebooted
00618615	05/13/19	05/13/19	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00618616	05/13/19	05/13/19	Captions	Captions Not working/starting	Phone rebooted
00618634	05/13/19	05/13/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00618641	05/13/19	06/11/19	Mobile Phone	Can't make and/or receive calls	Customer Refused Additional Support
00618642	05/13/19	05/13/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00618701	05/13/19	05/13/19	Caption Phone	Screen won't turn off/turn on	Phone line reconnected, resolved
00618769	05/13/19	05/13/19	Captions	Captions Not working/starting	No Trouble Found
00618877	05/13/19	05/13/19	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00618894	05/13/19	06/03/19	Caption Phone	Can't make and/or receive calls	usage issue, training
00618908	05/13/19	05/13/19	Caption Phone	Screen unresponsive	Usage issue, training
00619020	05/13/19	05/28/19	Caption Phone	Losing internet connection	Phone rebooted
00619021	05/13/19	05/24/19	Captions	Captions Not working/starting	Router/modem rebooted
00619086	05/13/19	05/13/19	Captions	Captions Not working/starting	Router/modem rebooted
00619127	05/13/19	06/05/19	Captions	Captions Not working/starting	No problem found
00619147	05/13/19	05/16/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00619201	05/14/19	05/24/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00619236	05/14/19	06/03/19	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00619250	05/14/19	05/26/19	Caption Phone	Answering machine isn't taking messages	No problem found
00619261	05/14/19	05/14/19	Caption Phone	Answering machine won't play messages	Training provided

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00619271	05/14/19	05/14/19	Caption Phone	Answering machine isn't taking messages	Training provided
00619275	05/14/19	05/30/19	Captions	Captions Not working/starting	Phone Being RMA'd
00619298	05/14/19	05/19/19	Captions	Captions Not working/starting	Phone rebooted
00619311	05/14/19	05/14/19	Captions	Captions Not working/starting	Router/modem rebooted
00619313	05/14/19	05/14/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00619325	05/14/19	05/14/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00619404	05/14/19	05/20/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00619408	05/14/19	05/14/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00619416	05/14/19	05/14/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00619428	05/14/19	05/14/19	Caption Phone	Can't make and/or receive calls	Training provided
00619563	05/14/19	05/14/19	Caption Phone	Losing internet connection	Wifi lookup
00619623	05/14/19	05/14/19	Caption Phone	Answering machine isn't taking messages	Training provided
00619652	05/14/19	05/14/19	Caption Phone	Can't make and/or receive calls	Device moved
00619668	05/14/19	05/14/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00619710	05/14/19	05/14/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00619714	05/14/19	05/15/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00619739	05/14/19	05/14/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00619743	05/14/19	05/14/19	Caption Phone	Answering machine won't play messages	Training Provided
00619796	05/14/19	05/14/19	Captions	Captions Not working/starting	Phone rebooted
00619833	05/14/19	05/23/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00619837	05/14/19	05/14/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00619847	05/14/19		Caption Phone	Screen unresponsive	Device replaced
00619848	05/14/19	05/14/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00619858	05/14/19	05/14/19	Captions	Captions Not working/starting	Router/modem rebooted
00619875	05/14/19	05/14/19	Captions	Captions Not working/starting	Router/modem rebooted
00619900	05/14/19	05/14/19	Captions	Captions Not working/starting	Router/modem rebooted
00619926	05/14/19		Caption Phone	Answering machine isn't taking messages	Device replaced
00619965	05/14/19	05/24/19	Mobile Phone	Can't make and/or receive calls	Training Provided
00619993	05/15/19	05/15/19	Captions	Captions Not working/starting	Router/modem rebooted
00620008	05/15/19	06/03/19	Captions	Captions Not working/starting	Phone rebooted
00620013	05/15/19	05/15/19	Captions	Captions Not working/starting	Training Provided
00620040	05/15/19		Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00620046	05/15/19	06/13/19	Mobile Phone	Can't make and/or receive calls	Unable to contact
00620047	05/15/19	05/15/19	Caption Phone	Screen unresponsive	Phone rebooted
00620067	05/15/19		Caption Phone	Is stuck on the boot up screen	Device replaced
00620098	05/15/19	05/16/19	Mobile Phone	Can't make and/or receive calls	Issue Resolved
00620112	05/15/19	05/28/19	Captions	Captions Not working/starting	Unable to contact
00620113	05/15/19	05/15/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00620147	05/15/19	05/15/19	Caption Phone	Can't make and/or receive calls	Training provided
00620165	05/15/19	05/24/19	Caption Phone	Can't make and/or receive calls	Unable to contact
00620174	05/15/19	05/16/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00620249	05/15/19	05/15/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00620272	05/15/19	05/15/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00620337	05/15/19	05/31/19	Caption Phone	Can't make and/or receive calls	Unable to contact
00620351	05/15/19	05/29/19	Mobile Phone	Can't make and/or receive calls	Usage issue, training
00620369	05/15/19	06/06/19	Captions	Captions Not working/starting	Modified firewall setting
00620371	05/15/19	06/08/19	Mobile Phone	Can't make and/or receive calls	Phone rebooted
00620373	05/15/19		Caption Phone	Can't make and/or receive calls	Phone rebooted
00620386	05/15/19	05/15/19	Captions	Captions Not working/starting	Replace cable, handset, accessory
00620389	05/15/19	05/15/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00620390	05/15/19	06/12/19	Captions	Captions Not working/starting	Modified firewall setting
00620422	05/15/19	06/04/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00620443	05/15/19	05/16/19	Mobile Phone	Can't make and/or receive calls	Issue Resolved
00620446	05/15/19	05/22/19	Mobile Phone	Can't make and/or receive calls	no problem found
00620459	05/15/19	05/15/19	Captions	Captions Not working/starting	Router/modem rebooted
00620466	05/15/19	05/16/19	Caption Phone	Answering machine isn't taking messages	Training provided
00620508	05/15/19	05/15/19	Captions	Captions Not working/starting	Router/modem rebooted
00620509	05/15/19	05/16/19	Caption Phone	Answering machine isn't taking messages	Customer Refused Additional Support
00620526	05/15/19	05/21/19	Captions	Stopping during calls	Training provided
00620562	05/15/19	05/15/19	Captions	Captions Not working/starting	Training Provided
00620563	05/15/19	05/15/19	Caption Phone	Can't make and/or receive calls	Training Provided
00620567	05/15/19	05/15/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00620568	05/15/19	05/15/19	Caption Phone	Losing internet connection	Ethernet cable reconnected
00620586	05/15/19	05/15/19	Caption Phone	Can't make and/or receive calls	Training Provided
00620591	05/15/19		Caption Phone	Screen unresponsive	Device replaced
00620600	05/15/19	05/20/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00620632	05/15/19	05/22/19	Caption Phone	Losing internet connection	No Issue with Phone or Service Found
00620641	05/15/19	05/15/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00620657	05/15/19		Captions	Captions Not working/starting	Return Kit/PPML sent
00620666	05/15/19	05/16/19	Caption Phone	Screen unresponsive	Phone rebooted
00620688	05/16/19	05/16/19	Caption Phone	Answering machine isn't taking messages	Training provided
00620689	05/16/19	06/10/19	Captions	Captions Not working/starting	Phone rebooted
00620707	05/16/19	05/16/19	Caption Phone	Caller ID not working	Router/modem rebooted
00620731	05/16/19	06/05/19	Captions	Captions Not working/starting	Ethernet cable reconnected
00620767	05/16/19	05/16/19	Captions	Captions Not working/starting	Usage issue, training
00620773	05/16/19	06/02/19	Captions	Captions Not working/starting	Usage issue, training

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00620795	05/16/19	05/16/19	Mobile Phone	Can't make and/or receive calls	Phone setting adjusted
00620806	05/16/19		Captions	Captions Not working/starting	
00620809	05/16/19	05/16/19	Captions	Captions Not working/starting	Phone rebooted
00620811	05/16/19	05/16/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00620851	05/16/19	05/16/19	Captions	Captions Not working/starting	Phone rebooted
00620873	05/16/19	05/16/19	Caption Phone	Screen unresponsive	Phone rebooted
00620891	05/16/19	06/13/19	Mobile Phone	Can't make and/or receive calls	Customer Refused Additional Support
00620895	05/16/19	05/16/19	Caption Phone	Screen won't turn off/turn on	No Trouble Found
00620920	05/16/19	05/28/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00620927	05/16/19	05/24/19	Mobile Phone	Can't make and/or receive calls	Account Updated
00620953	05/16/19	05/16/19	Captions	Captions Not working/starting	No Issue Found
00620960	05/16/19	05/16/19	Captions	Stopping during calls	No problem found
00620976	05/16/19	06/09/19	Captions	Captions Not working/starting	No problem found
00621015	05/16/19	05/16/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00621016	05/16/19	05/16/19	Captions	Captions Not working/starting	Phone rebooted
00621019	05/16/19	05/16/19	Captions	Captions Not working/starting	Phone rebooted
00621026	05/16/19	05/16/19	Captions	Captions Not working/starting	Router/modem rebooted
00621043	05/16/19	05/16/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00621046	05/16/19	05/16/19	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00621058	05/16/19		Mobile Phone	Can't make and/or receive calls	Phone setting adjusted
00621059	05/16/19	05/16/19	Captions	Captions Not working/starting	Phone rebooted
00621062	05/16/19		Caption Phone	Is stuck on the boot up screen	Device replaced
00621069	05/16/19	05/16/19	Captions	Captions Not working/starting	Router/modem cable reconnected
00621082	05/16/19	05/23/19	Caption Phone	Answering machine won't play messages	No Issue Found
00621093	05/16/19	05/16/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00621119	05/16/19	05/16/19	Mobile Phone	Can't make and/or receive calls	Account Updated
00621120	05/16/19	06/06/19	Captions	Captions Not working/starting	Phone rebooted
00621156	05/16/19	05/16/19	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00621159	05/16/19	06/11/19	Caption Phone	Answering machine isn't taking messages	Unable to contact
00621168	05/16/19	06/09/19	Captions	Captions Not working/starting	No problem found
00621179	05/16/19	05/16/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00621182	05/16/19	05/16/19	Captions	Captions Not working/starting	Router/modem rebooted
00621183	05/16/19	05/16/19	Captions	Stopping during calls	No Issue Found
00621188	05/16/19	05/16/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00621213	05/16/19	05/16/19	Caption Phone	Screen won't turn off/turn on	Training Provided
00621268	05/16/19	06/04/19	Mobile Phone	Can't make and/or receive calls	Phone setting adjusted
00621291	05/16/19	05/30/19	Mobile Phone	Can't make and/or receive calls	Issue Resolved
00621302	05/16/19	05/16/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00621305	05/16/19	06/11/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00621355	05/17/19	06/06/19	Captions	Captions Not working/starting	Modified firewall setting
00621399	05/17/19		Captions	Captions Not working/starting	
00621777	05/19/19	06/11/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00621839	05/19/19	05/28/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00621855	05/19/19	05/19/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00621952	05/20/19	05/20/19	Captions	Captions Not working/starting	Router/modem rebooted
00621955	05/20/19	05/20/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00621957	05/20/19	05/20/19	Captions	Captions Not working/starting	Phone rebooted
00621960	05/20/19	05/20/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00621975	05/20/19	05/20/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00621990	05/20/19	05/20/19	Captions	Captions Not working/starting	Phone rebooted
00621991	05/20/19	05/20/19	Captions	Captions Not working/starting	Phone rebooted
00621996	05/20/19	05/20/19	Captions	Captions Not working/starting	Phone rebooted
00621997	05/20/19		Captions	Captions Not working/starting	Device replaced
00622000	05/20/19	05/20/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00622002	05/20/19	05/20/19	Captions	Captions Not working/starting	Router/modem rebooted
00622006	05/20/19	05/20/19	Mobile Phone	Can't make and/or receive calls	Customer Refused Additional Support
00622025	05/20/19	05/20/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00622134	05/20/19		Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00622230	05/20/19	05/20/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00622262	05/20/19	05/30/19	Captions	Captions Not working/starting	Phone rebooted
00622269	05/20/19	05/20/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00622272	05/20/19		Captions	Captions Not working/starting	Phone rebooted
00622279	05/20/19	05/20/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00622287	05/20/19	05/20/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00622297	05/20/19	05/20/19	Captions	Captions Not working/starting	Phone rebooted
00622306	05/20/19	06/13/19	Captions	Captions Not working/starting	Unable to contact
00622368	05/20/19	05/20/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00622393	05/20/19	05/20/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00622404	05/20/19	05/20/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00622409	05/20/19	05/20/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00622415	05/20/19	05/20/19	Captions	Captions Not working/starting	Phone rebooted
00622420	05/20/19	05/28/19	Caption Phone	Screen unresponsive	Outage resolved
00622423	05/20/19	05/20/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00622446	05/20/19	05/20/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00622447	05/20/19	05/20/19	Mobile Phone	Can't make and/or receive calls	Phone rebooted
00622473	05/20/19		Caption Phone	Screen unresponsive	No Issue Found

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00622516	05/20/19	05/20/19	Captions	Captions Not working/starting	Phone rebooted
00622518	05/20/19	05/20/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00622536	05/20/19	05/20/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00622538	05/20/19	06/18/19	Captions	Captions Not working/starting	Unable to contact
00622552	05/20/19	05/28/19	Captions	Captions Not working/starting	Phone rebooted
00622564	05/20/19	05/20/19	Caption Phone	Answering machine isn't taking messages	Issue on user's end, non-reproducible
00622645	05/20/19		Caption Phone	Can't make and/or receive calls	Unable to contact
00622660	05/20/19	06/14/19	Captions	Captions Not working/starting	No Trouble Found
00622718	05/20/19	05/20/19	Caption Phone	Answering machine won't play messages	Training provided
00622774	05/20/19	05/23/19	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00622799	05/20/19	06/11/19	Captions	Captions not accurate	Caption Issue escalated
00622857	05/20/19	05/20/19	Caption Phone	Can't make and/or receive calls	Training Provided
00622859	05/20/19	05/23/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00622884	05/21/19	05/21/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00622912	05/21/19	05/21/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00622917	05/21/19	05/21/19	Caption Phone	Can't make and/or receive calls	Training Provided
00622919	05/21/19	05/28/19	Captions	Captions Not working/starting	Phone rebooted
00622920	05/21/19	05/21/19	Caption Phone	Answering machine isn't taking messages	Memory resource issue resolved
00622952	05/21/19	05/21/19	Caption Phone	Losing internet connection	Usage issue, training
00622961	05/21/19	05/21/19	Caption Phone	Losing internet connection	Router/modem rebooted
00622962	05/21/19	06/11/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00622967	05/21/19	05/29/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00622983	05/21/19		Caption Phone	Screen won't turn off/turn on	Device replaced
00623009	05/21/19	05/28/19	Captions	Captions Not working/starting	Phone rebooted
00623010	05/21/19	05/21/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00623035	05/21/19	05/21/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00623037	05/21/19	05/21/19	Captions	Captions Not working/starting	Phone rebooted
00623050	05/21/19	05/21/19	Caption Phone	Can't make and/or receive calls	Training Provided
00623131	05/21/19	06/17/19	Captions	Captions Not working/starting	Device replaced
00623147	05/21/19	05/21/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00623204	05/21/19	05/21/19	Captions	Captions Not working/starting	Phone rebooted
00623220	05/21/19	05/21/19	Captions	Captions Not working/starting	Phone rebooted
00623250	05/21/19	05/21/19	Caption Phone	Answering machine won't play messages	Usage issue, training
00623254	05/21/19	05/21/19	Captions	Captions Not working/starting	Phone rebooted
00623572	05/21/19	06/17/19	Captions	Captions Not working/starting	Usage issue, training
00623575	05/21/19	05/30/19	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00623593	05/21/19	05/21/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00623640	05/21/19	05/21/19	Caption Phone	Can't make and/or receive calls	Account Updated
00623711	05/21/19	06/01/19	Captions	Captions Not working/starting	Router/modem rebooted
00623713	05/21/19	05/23/19	Captions	Captions Not working/starting	Training Provided
00623762	05/21/19	05/21/19	Caption Phone	Can't make and/or receive calls	Training Provided
00623770	05/21/19	06/01/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00623786	05/21/19	05/21/19	Captions	Captions Not working/starting	Phone setting adjusted
00623820	05/21/19	06/04/19	Caption Phone	Losing internet connection	Unable to contact
00623845	05/21/19	06/01/19	Caption Phone	Can't make and/or receive calls	Training Provided
00623849	05/21/19	05/21/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00623920	05/22/19	05/31/19	Captions	Captions Not working/starting	Issue on user's end, non-reproducible
00623927	05/22/19	06/17/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00623946	05/22/19	05/22/19	Captions	Captions Not working/starting	Phone rebooted
00623964	05/22/19	05/23/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00623982	05/22/19		Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00623995	05/22/19	05/22/19	Captions	Captions Not working/starting	Phone rebooted
00624007	05/22/19	05/22/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00624033	05/22/19	06/03/19	Captions	Captions Not working/starting	Training Provided
00624089	05/22/19	06/25/19	Captions	Captions Not working/starting	Phone Being RMA'd
00624171	05/22/19	05/22/19	Captions	Captions Not working/starting	Training Provided
00624223	05/22/19	05/22/19	Caption Phone	Screen won't turn off/turn on	Phone rebooted
00624266	05/22/19	05/22/19	Mobile Phone	Can't make and/or receive calls	No Issue Found
00624340	05/22/19	06/04/19	Captions	Captions Not working/starting	Router/modem rebooted
00624349	05/22/19	05/22/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00624351	05/22/19	05/22/19	Captions	Captions Not working/starting	Training Provided
00624392	05/22/19	05/22/19	Caption Phone	Can't make and/or receive calls	Issue on user's end, non-reproducible
00624438	05/22/19	05/22/19	Captions	Captions Not working/starting	Software updates
00624449	05/22/19	05/22/19	Caption Phone	Other party cannot hear me	Training Provided
00624453	05/22/19	06/06/19	Caption Phone	Losing internet connection	Router/modem rebooted
00624498	05/22/19	05/30/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00624501	05/22/19	05/22/19	Caption Phone	Answering machine isn't taking messages	Customer Network/Environment Issue, Customer to Follow-up
00624508	05/22/19	05/22/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00624524	05/22/19	05/23/19	Caption Phone	Losing internet connection	No Issue Found
00624571	05/22/19	05/22/19	Caption Phone	Answering machine won't play messages	Training Provided
00624633	05/22/19	05/22/19	Captions	Captions Not working/starting	Training Provided
00624681	05/22/19	06/01/19	Caption Phone	Answering machine isn't taking messages	No Issue Found
00624692	05/22/19	05/22/19	Caption Phone	Can't make and/or receive calls	Training Provided
00624713	05/22/19	05/22/19	Captions	Captions Not working/starting	Phone rebooted
00624754	05/22/19	05/22/19	Caption Phone	Can't make and/or receive calls	Training Provided
00624761	05/22/19	05/30/19	Captions	Captions Not working/starting	Unable to contact

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00624815	05/23/19		Captions	Captions Not working/starting	
00624850	05/23/19	05/23/19	Captions	Stopping during calls	Ethernet cable reconnected
00624873	05/23/19	05/26/19	Captions	Captions Not working/starting	No problem found
00624930	05/23/19	06/06/19	Caption Phone	Losing internet connection	Phone rebooted
00624960	05/23/19	05/23/19	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00624973	05/23/19	05/23/19	Captions	Captions Not working/starting	Phone rebooted
00624982	05/23/19	05/23/19	Captions	Captions Not working/starting	Router/modem rebooted
00624985	05/23/19	05/23/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00625011	05/23/19	05/30/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00625014	05/23/19	05/23/19	Caption Phone	Caller ID not working	Phone rebooted
00625038	05/23/19	05/23/19	Caption Phone	Caller ID not working	Issue on user's end, non-reproducible
00625049	05/23/19	05/23/19	Caption Phone	Screen unresponsive	Usage issue, training
00625115	05/23/19	05/23/19	Captions	Captions Not working/starting	Router/modem rebooted
00625146	05/23/19	05/23/19	Mobile Phone	Can't make and/or receive calls	Phone Being RMA'd
00625162	05/23/19	05/23/19	Captions	Captions Not working/starting	Ethernet cable reconnected
00625177	05/23/19	05/23/19	Caption Phone	Answering machine won't play messages	Training Provided
00625196	05/23/19	05/23/19	Captions	Captions Not working/starting	Phone rebooted
00625218	05/23/19		Caption Phone	Can't make and/or receive calls	No Issue Found
00625235	05/23/19	05/23/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00625240	05/23/19	05/23/19	Captions	Captions Not working/starting	Device replaced
00625278	05/23/19	05/30/19	Captions	Captions not accurate	Training Provided
00625288	05/23/19	05/23/19	Mobile Phone	Can't make and/or receive calls	Device replaced
00625308	05/23/19	05/23/19	Caption Phone	Can't make and/or receive calls	Training Provided
00625321	05/23/19		Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00625340	05/23/19	05/23/19	Captions	Captions Not working/starting	Replace cable, handset, accessory
00625455	05/23/19	06/01/19	Caption Phone	Can't make and/or receive calls	Training Provided
00625473	05/23/19	05/23/19	Caption Phone	Can't make and/or receive calls	Training Provided
00625492	05/23/19	05/23/19	Captions	Captions Not working/starting	Ethernet cable reconnected
00625597	05/24/19	05/24/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00625611	05/24/19	05/24/19	Caption Phone	Answering machine isn't taking messages	No problem found
00625620	05/24/19	05/24/19	Caption Phone	Answering machine isn't taking messages	No Trouble Found
00625629	05/24/19	05/24/19	Caption Phone	Can't make and/or receive calls	Training provided
00625639	05/24/19	05/24/19	Captions	Captions Not working/starting	Router/modem rebooted
00625675	05/24/19	05/24/19	Caption Phone	Can't make and/or receive calls	No Issue with Phone or Service Found
00625698	05/24/19	05/24/19	Caption Phone	Can't make and/or receive calls	Account Updated
00625703	05/24/19	06/06/19	Caption Phone	Can't make and/or receive calls	Phone Being RMA'd
00625710	05/24/19	05/24/19	Caption Phone	Losing internet connection	Phone setting adjusted
00625716	05/24/19	06/04/19	Mobile Phone	Can't make and/or receive calls	Phone Being RMA'd
00625718	05/24/19	05/24/19	Captions	Captions not accurate	Router/modem rebooted
00625727	05/24/19	05/24/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00625737	05/24/19	05/24/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00625739	05/24/19	05/24/19	Caption Phone	Screen unresponsive	Phone rebooted
00625749	05/24/19	05/30/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00625763	05/24/19	05/24/19	Caption Phone	Can't make and/or receive calls	Training Provided
00625765	05/24/19	05/27/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00625788	05/24/19		Caption Phone	Screen unresponsive	Device replaced
00625793	05/24/19	05/24/19	Caption Phone	Losing internet connection	Phone rebooted
00625829	05/24/19	05/24/19	Caption Phone	Answering machine won't play messages	Training Provided
00625842	05/24/19	05/31/19	Captions	Captions Not working/starting	Phone rebooted
00625848	05/24/19	06/08/19	Caption Phone	Losing internet connection	No problem found
00625856	05/24/19	05/28/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00625869	05/24/19	05/24/19	Captions	Captions Not working/starting	Router/modem rebooted
00625896	05/24/19	05/24/19	Caption Phone	Can't make and/or receive calls	Training Provided
00625920	05/24/19	05/24/19	Captions	Captions Not working/starting	Account Updated
00625932	05/24/19	06/21/19	Captions	Captions Not working/starting	Phone rebooted
00625936	05/24/19	05/24/19	Caption Phone	Screen unresponsive	Usage issue, training
00625940	05/24/19	05/24/19	Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00625951	05/24/19	05/24/19	Caption Phone	Is stuck on the boot up screen	Software updates
00625971	05/24/19	05/24/19	Captions	Captions Not working/starting	Router/modem rebooted
00625979	05/24/19	06/07/19	Caption Phone	Losing internet connection	Phone rebooted
00626023	05/24/19		Captions	Captions Not working/starting	Phone rebooted
00626034	05/24/19	05/24/19	Mobile Phone	Can't make and/or receive calls	Phone setting adjusted
00626048	05/24/19	05/24/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00626050	05/24/19		Caption Phone	Can't make and/or receive calls	Device replaced
00626056	05/24/19	05/24/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00626064	05/24/19	05/24/19	Caption Phone	Answering machine won't play messages	Training Provided
00626089	05/25/19	05/25/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00626094	05/25/19		Captions	Captions Not working/starting	Wifi lookup
00626095	05/25/19	05/25/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00626114	05/25/19	05/25/19	Captions	Captions Not working/starting	Phone Being RMA'd
00626126	05/25/19	05/25/19	Caption Phone	Losing internet connection	Router/modem rebooted
00626127	05/25/19	05/25/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00626128	05/25/19		Captions	Captions Not working/starting	Phone rebooted
00626133	05/25/19	06/03/19	Captions	Captions Not working/starting	Phone rebooted
00626152	05/25/19	06/13/19	Captions	Captions Not working/starting	Usage issue, training
00626156	05/25/19	06/21/19	Captions	Captions Not working/starting	Phone rebooted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00626182	05/25/19	05/25/19	Captions	Captions too far behind conversation/lagging	Phone Being RMA'd
00626193	05/25/19	05/25/19	Caption Phone	Can't make and/or receive calls	Training Provided
00626239	05/25/19	05/28/19	Caption Phone	Caller ID not working	Phone Being RMA'd
00626240	05/25/19	05/29/19	Captions	Captions Not working/starting	Router/modem rebooted
00626287	05/26/19	05/26/19	Captions	Captions Not working/starting	Router/modem rebooted
00626301	05/26/19	05/29/19	Captions	Captions Not working/starting	Router/modem cable reconnected
00626332	05/26/19	05/26/19	Captions	Captions Not working/starting	Router/modem rebooted
00626367	05/26/19	05/26/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00626369	05/26/19	05/26/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00626375	05/26/19	05/26/19	Caption Phone	Can't make and/or receive calls	Training Provided
00626403	05/27/19	05/27/19	Captions	Captions Not working/starting	No Trouble Found
00626404	05/27/19	05/27/19	Captions	Captions Not working/starting	No Trouble Found
00626407	05/27/19	05/27/19	Captions	Captions Not working/starting	Unable to Contact
00626408	05/27/19	06/05/19	Captions	Captions Not working/starting	Unable to contact
00626412	05/27/19	06/05/19	Captions	Captions Not working/starting	Unable to contact
00626414	05/27/19	06/05/19	Captions	Captions Not working/starting	Unable to contact
00626419	05/27/19	05/27/19	Captions	Captions Not working/starting	No Trouble Found
00626421	05/27/19	05/27/19	Captions	Captions Not working/starting	No problem found
00626425	05/27/19	06/05/19	Captions	Captions Not working/starting	Unable to contact
00626426	05/27/19	05/27/19	Captions	Captions Not working/starting	No Trouble Found
00626431	05/27/19	05/27/19	Captions	Captions Not working/starting	No Trouble Found
00626432	05/27/19	05/27/19	Captions	Captions Not working/starting	No Trouble Found
00626433	05/27/19	05/29/19	Captions	Captions Not working/starting	Phone rebooted
00626434	05/27/19	05/27/19	Captions	Captions Not working/starting	Phone rebooted
00626446	05/27/19	05/27/19	Captions	Captions Not working/starting	Unable to contact
00626448	05/27/19	05/27/19	Captions	Captions Not working/starting	No Trouble Found
00626464	05/27/19	05/27/19	Captions	Captions Not working/starting	Phone rebooted
00626469	05/27/19	05/27/19	Captions	Captions Not working/starting	No Trouble Found
00626480	05/27/19	05/27/19	Captions	Captions Not working/starting	No Trouble Found
00626508	05/27/19	05/27/19	Captions	Captions Not working/starting	Unable to contact
00626512	05/27/19	06/04/19	Captions	Captions Not working/starting	Router/modem rebooted
00626513	05/27/19	05/27/19	Captions	Captions Not working/starting	Phone rebooted
00626514	05/27/19	05/27/19	Captions	Captions Not working/starting	Unable to contact
00626515	05/27/19	05/27/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00626517	05/27/19	05/27/19	Captions	Captions Not working/starting	No Trouble Found
00626523	05/27/19	05/27/19	Captions	Captions Not working/starting	No Trouble Found
00626524	05/27/19	05/27/19	Captions	Captions Not working/starting	Unable to contact
00626527	05/27/19	05/27/19	Captions	Captions Not working/starting	Unable to contact
00626530	05/27/19	05/27/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00626531	05/27/19	05/27/19	Captions	Captions Not working/starting	No Trouble Found
00626539	05/27/19	05/27/19	Captions	Captions Not working/starting	Router/modem cable reconnected
00626546	05/27/19	05/27/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00626562	05/27/19	05/27/19	Captions	Captions Not working/starting	Phone Being RMA'd
00626581	05/27/19	06/19/19	Captions	Captions not accurate	No Trouble Found
00626595	05/27/19	05/27/19	Captions	Captions Not working/starting	No Trouble Found
00626600	05/27/19	05/27/19	Captions	Captions Not working/starting	No Trouble Found
00626603	05/27/19	05/27/19	Captions	Captions Not working/starting	No Trouble Found
00626608	05/27/19	05/27/19	Captions	Captions Not working/starting	Return Kit/PPML sent
00626619	05/27/19	05/27/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00626621	05/27/19	05/27/19	Captions	Captions Not working/starting	Customer Network/Environment Issue, Customer to Follow-up
00626636	05/27/19	05/27/19	Caption Phone	Screen unresponsive	Phone Being RMA'd
00626639	05/27/19	05/27/19	Captions	Captions Not working/starting	No Trouble Found
00626642	05/27/19	05/27/19	Captions	Captions Not working/starting	No Trouble Found
00626652	05/27/19	05/27/19	Mobile Phone	Can't make and/or receive calls	Training Provided
00626684	05/27/19	05/27/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00626702	05/27/19	05/27/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00626706	05/27/19	05/27/19	Caption Phone	Can't make and/or receive calls	Device replaced
00626711	05/27/19	06/01/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00626721	05/28/19	05/28/19	Captions	Captions Not working/starting	No Issue with Phone or Service Found
00626728	05/28/19	06/07/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00626763	05/28/19	05/28/19	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00626768	05/28/19	05/28/19	Caption Phone	Answering machine won't play messages	Training provided
00626792	05/28/19	05/28/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00626801	05/28/19	05/28/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00626811	05/28/19	06/04/19	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00626836	05/28/19	06/01/19	Caption Phone	Screen unresponsive	Phone rebooted
00626842	05/28/19	06/04/19	Captions	Captions Not working/starting	Unable to contact
00626846	05/28/19	05/28/19	Caption Phone	Screen unresponsive	Device replaced
00626990	05/28/19	05/28/19	Captions	Captions Not working/starting	Outage resolved
00627009	05/28/19	05/28/19	Caption Phone	Screen unresponsive	No Issue Found
00627010	05/28/19	05/28/19	Captions	Captions Not working/starting	Training Provided
00627028	05/28/19	05/28/19	Captions	Captions Not working/starting	Phone setting adjusted
00627031	05/28/19	05/28/19	Captions	Captions not accurate	Outage resolved
00627044	05/28/19	05/28/19	Captions	Captions Not working/starting	Phone rebooted
00627058	05/28/19	05/28/19	Captions	Captions Not working/starting	Phone rebooted
00627060	05/28/19	05/28/19	Caption Phone	Can't make and/or receive calls	No Issue Found

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00627085	05/28/19	05/28/19	Caption Phone	Answering machine isn't taking messages	Training provided
00627098	05/28/19	05/29/19	Caption Phone	Losing internet connection	Router/modem rebooted
00627113	05/28/19	05/28/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00627123	05/28/19	05/28/19	Caption Phone	Answering machine won't play messages	Training Provided
00627141	05/28/19	05/28/19	Caption Phone	Can't make and/or receive calls	Training Provided
00627153	05/28/19	05/29/19	Captions	Captions not accurate	Phone rebooted
00627154	05/28/19	05/29/19	Caption Phone	Answering machine isn't taking messages	No problem found
00627170	05/28/19	05/28/19	Captions	Captions Not working/starting	Phone rebooted
00627195	05/28/19	05/28/19	Caption Phone	Losing internet connection	Router/modem rebooted
00627201	05/28/19	05/28/19	Captions	Captions Not working/starting	Usage issue, training
00627238	05/28/19	05/28/19	Caption Phone	Can't make and/or receive calls	No Issue Found
00627245	05/28/19	05/28/19	Captions	Captions Not working/starting	Router/modem rebooted
00627278	05/28/19		Captions	Captions Not working/starting	
00627303	05/28/19	05/28/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00627310	05/28/19	05/28/19	Captions	Captions Not working/starting	Phone rebooted
00627314	05/28/19	05/28/19	Captions	Captions Not working/starting	Training Provided
00627326	05/28/19	06/04/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00627358	05/28/19	06/09/19	Captions	Captions Not working/starting	Device moved
00627361	05/28/19	05/28/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00627377	05/28/19	06/13/19	Captions	Captions Not working/starting	Phone Being RMA'd
00627407	05/28/19		Captions	Captions Not working/starting	Usage issue, training
00627492	05/29/19	06/10/19	Captions	Captions Not working/starting	Customer Refused Additional Support
00627494	05/29/19	05/29/19	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00627566	05/29/19	05/29/19	Captions	Captions Not working/starting	Phone rebooted
00627627	05/29/19	06/09/19	Captions	Captions Not working/starting	Phone rebooted
00627669	05/29/19	06/04/19	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00627740	05/29/19	05/29/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00627750	05/29/19	05/29/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00627790	05/29/19	06/17/19	Caption Phone	Can't make and/or receive calls	Unable to contact
00627830	05/29/19	05/29/19	Captions	Captions Not working/starting	Phone rebooted
00627865	05/29/19	05/29/19	Caption Phone	Answering machine isn't taking messages	Training Provided
00627969	05/29/19	05/29/19	Caption Phone	Screen won't turn off/turn on	Training Provided
00627972	05/29/19	05/29/19	Caption Phone	Screen unresponsive	Issue on user's end, non-reproducible
00627989	05/29/19	05/29/19	Captions	Captions Not working/starting	Router/modem rebooted
00628021	05/29/19		Captions	Captions Not working/starting	ISP/Telco service issue, customer to follow up
00628030	05/29/19	05/29/19	Captions	Captions Not working/starting	Phone rebooted
00628059	05/29/19	05/29/19	Captions	Captions not accurate	Training Provided
00628081	05/29/19	05/29/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00628089	05/29/19	05/29/19	Captions	Captions Not working/starting	Training Provided
00628136	05/29/19		Caption Phone	Answering machine won't play messages	No Issue with Phone or Service Found
00628146	05/29/19	06/03/19	Caption Phone	Losing internet connection	Phone rebooted
00628182	05/29/19	05/29/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00628193	05/29/19	05/29/19	Caption Phone	Answering machine isn't taking messages	No Issue Found
00628227	05/29/19		Caption Phone	Screen unresponsive	Device replaced
00628234	05/29/19	05/29/19	Caption Phone	Screen won't turn off/turn on	Training Provided
00628276	05/29/19	05/29/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00628316	05/29/19	05/29/19	Caption Phone	Losing internet connection	Router/modem rebooted
00628386	05/30/19		Caption Phone	Screen won't turn off/turn on	Phone rebooted
00628387	05/30/19	05/30/19	Captions	Captions Not working/starting	Phone rebooted
00628395	05/30/19	06/04/19	Captions	Captions Not working/starting	Modified firewall setting
00628411	05/30/19	05/30/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00628627	05/30/19	06/13/19	Caption Phone	Can't make and/or receive calls	Customer Network/Environment Issue, Customer to Follow-up
00628669	05/30/19	06/17/19	Caption Phone	Losing internet connection	Unable to contact
00628733	05/30/19	06/01/19	Caption Phone	Screen unresponsive	Phone rebooted
00628771	05/30/19	05/30/19	Captions	Captions Not working/starting	Phone rebooted
00628891	05/30/19	06/04/19	Captions	Captions Not working/starting	Modified firewall setting
00628912	05/30/19	05/30/19	Caption Phone	Can't make and/or receive calls	Usage issue, training
00628914	05/30/19	05/30/19	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00628927	05/30/19	05/30/19	Caption Phone	Answering machine isn't taking messages	Usage issue, training
00628962	05/30/19	05/30/19	Captions	Captions Not working/starting	Router/modem rebooted
00628971	05/30/19	05/30/19	Caption Phone	Answering machine isn't taking messages	Router/modem rebooted
00629027	05/30/19	05/30/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00629042	05/30/19	05/30/19	Caption Phone	Answering machine isn't taking messages	Training provided
00629047	05/30/19	06/04/19	Caption Phone	Answering machine isn't taking messages	Customer Refused Additional Support
00629075	05/30/19	05/30/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00629203	05/30/19	05/30/19	Captions	Captions Not working/starting	Router/modem rebooted
00629208	05/30/19	05/30/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00629301	05/30/19		Caption Phone	Screen unresponsive	Device replaced
00629315	05/30/19	06/01/19	Caption Phone	Screen unresponsive	Phone Being RMA'd
00629317	05/30/19	05/30/19	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00629337	05/30/19	05/30/19	Caption Phone	Can't make and/or receive calls	Training Provided
00629340	05/30/19		Captions	Captions Not working/starting	
00629354	05/30/19	05/30/19	Caption Phone	Can't make and/or receive calls	Training Provided
00629378	05/30/19	05/30/19	Captions	Captions Not working/starting	No Trouble Found
00629384	05/30/19	06/09/19	Captions	Captions Not working/starting	No Trouble Found
00629398	05/30/19	05/30/19	Captions	Captions Not working/starting	Phone Being RMA'd

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00629406	05/30/19		Captions	Captions Not working/starting	Device replaced
00629546	05/31/19	05/31/19	Captions	Captions Not working/starting	Wifi reconnected (no reboot required)
00629552	05/31/19	05/31/19	Captions	Captions Not working/starting	Phone rebooted
00629572	05/31/19	06/10/19	Caption Phone	Losing internet connection	ISP/Telco service issue, customer to follow up
00629673	05/31/19	05/31/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00629682	05/31/19	05/31/19	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00629689	05/31/19	05/31/19	Captions	Captions Not working/starting	Router/modem rebooted
00629813	05/31/19	06/06/19	Captions	Captions Not working/starting	Modified firewall setting
00629969	05/31/19		Captions	Stopping during calls	Phone rebooted
00629972	05/31/19	05/31/19	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00629991	05/31/19	06/06/19	Captions	Captions Not working/starting	Phone rebooted
00630008	05/31/19	05/31/19	Captions	Captions Not working/starting	Phone rebooted
00630013	05/31/19	05/31/19	Captions	Captions Not working/starting	Router/modem rebooted
00630018	05/31/19		Captions	Captions Not working/starting	
00630023	05/31/19		Caption Phone	Can't make and/or receive calls	Unable to Contact
00630047	05/31/19		Caption Phone	Can't make and/or receive calls	No Issue Found
00630063	05/31/19		Captions	Captions Not working/starting	No Issue with Phone or Service Found
00630087	05/31/19	05/31/19	Captions	Captions Not working/starting	Phone rebooted
00630176	05/31/19	05/31/19	Caption Phone	Answering machine won't play messages	Phone rebooted
00630187	05/31/19	05/31/19	Captions	Captions Not working/starting	No Trouble Found
00630193	05/31/19	05/31/19	Captions	Captions Not working/starting	No problem found
00630208	05/31/19	05/31/19	Caption Phone	Can't make and/or receive calls	Phone rebooted
00630218	05/31/19	06/03/19	Captions	Captions Not working/starting	Phone rebooted
00630264	05/31/19	05/31/19	Captions	Captions Not working/starting	Router/modem rebooted
00630278	05/31/19	05/31/19	Captions	Captions Not working/starting	Training Provided

EXHIBIT 2

Number of Interstate IP CTS Calls Between June 1, 2018 – May 31, 2019

*****BEGIN CONFIDENTIAL INFORMATION*****

*****END CONFIDENTIAL INFORMATION*****